



# Managed Services Webinar

*Host:*

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Director of Platform Services

# Who are we?

- Founded in 1997
- IT consulting and technology firm
- Provide consulting, design, deployment, and support services for corporate networks
- Provide custom development and web solutions
- Provide project and portfolio management, Microsoft SharePoint and Microsoft CRM Solutions

# Who am I?

- Director of PSG (Platform Services Group)
- Chief Network Architect
- Member of TrueFit team since Nov., 1998
- 17 years of professional experience in my field

# Session overview

- Business Impact of Reactive Network Management
- Best Practices: Network Management
- Utilizing Proactive Network Monitoring to optimize productivity and resources

# Network management defined

- Technology
- Practice
- Policy
- Procedure

**Network management** entails all of the technology, practices, policies, and procedures deployed to maintain the functionality of a computer network.

# Network management

The questions:

- Why do we care?
- Why should we do anything other than what we are doing now?
- Why is network management important to my business or organization?

The challenge:

- Show me business impact.

# The Goal

To keep the network running smoothly, applications and data available to internal users and customers, and unauthorized people and programs out.

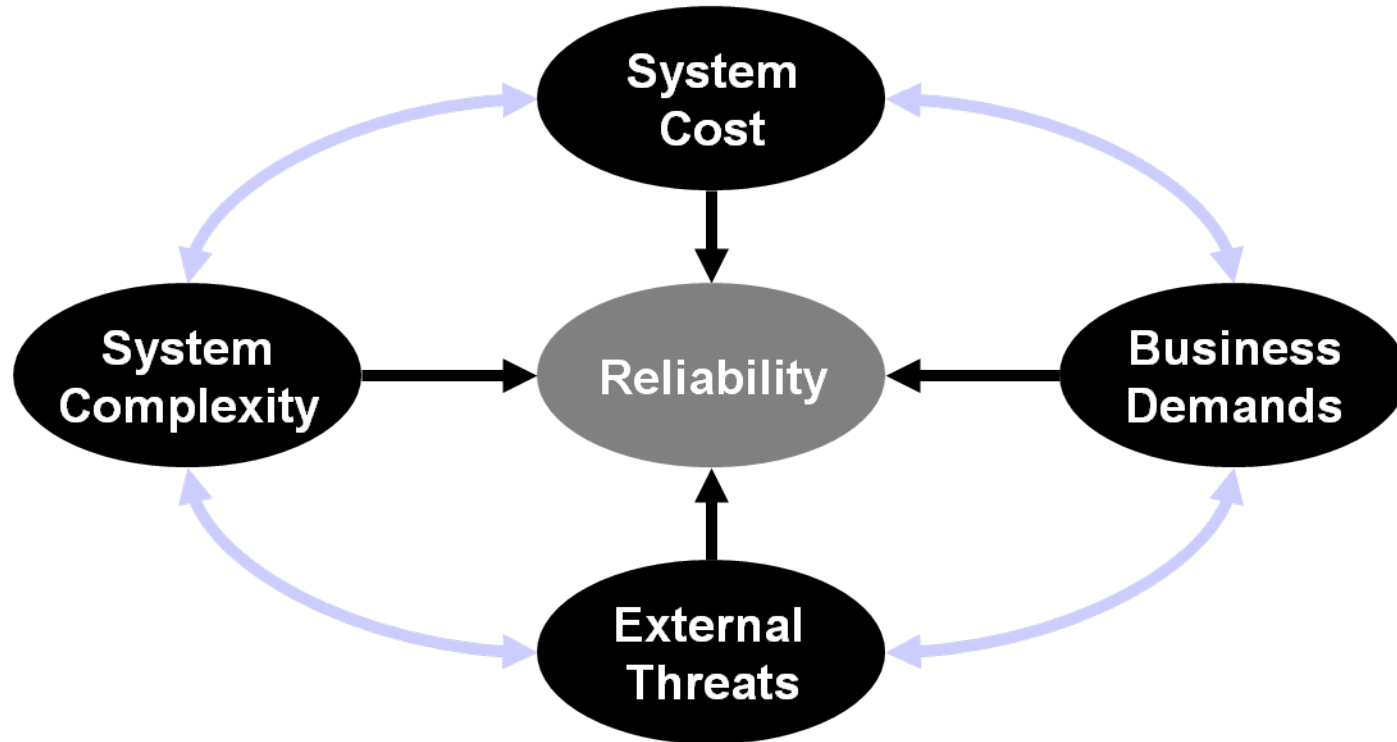
In short: To keep the business running.

So why do we pay so little attention to it?

# The mantra

- The network is the foundation of our business, upon which all application functionality is built.

# Challenges facing today's IT department



# Real-world problems

- Ongoing costs and predictability
  - Costs too much to maintain IT systems now
  - Poor predictability for costs
- Excess downtime
  - Lost productivity
  - Costs to fix
  - Management time and effort to resolve
- Accountability
  - Who owns the problem?

# Perception is reality

- Networks seem to go down at the most inopportune time:
  - Month end
  - Deliverable due date
  - Important email
  - Lost productivity
- The fact is that network downtime, no matter when or what, impedes your ability to do business.

# Sound familiar?

- Failures occur without notice
- Hard to plan your day when fighting fires
- Chaotic environment, everything is priority #1
- Frustrated users
- Need to justify all IT expenditures
- Time spent on tasks that should be automated leaving no time to improve systems
- Management dissatisfied with IT results

*Being asked to do more with less...*

# Reality check

- Downtime effects your productivity
  - One hour of downtime for a \$4 million revenue company costs \$2,000
  - The average company in the U.S. experiences 2 hours of downtime per week

*\$2,000/hour x 2 hours x 4 weeks = \$16,000/month*

- IT is the #1 *variable* expense after HR
- *Downtime* has become the #1 expense in IT

# Specific objectives

- Reduce IT system failures and their duration
- Avoid preventable failures
- Predict and justify IT costs
- Improve employees productivity and reduce user frustration
- Reduce emergency service and support calls
- Reduce downtime
- Reduce the total cost of ownership of your IT systems

# Sounds great: How?

- How does my organization make this happen?

# Proactive network management

- It starts with a network design based on business requirements

# Network design

- The fact is, if a network is not designed to fit business needs, it will never create the productivity levels needed for success
- It's never a bad time to re-examine your network design and strategy if you are not 100% confident that it aligns with your organization's needs
- If the network doesn't fit the business, network management is moot

# Proactive network management

- Most failures are **preventable**
- The signs are there, if you (or your technology) are looking
- End-user education along with proper environmental standards, design, and maintenance will create a **POSITIVE** perception of IT within your organization and keep people productive

# Is our network a black box?

- Accurate and timely data regarding the operations of your network is the key to making the **reactive** to **proactive** transformation.
- Managed services in the form of proactive network monitoring provides the **visibility** required to make it happen.

# Visibility

- Server vital statistics
- Server / application performance
- Antivirus system functionality and updates
- Backup system functionality
- Traffic / bandwidth analysis
- Patch management

# Visibility

- Most of the time, it's the simple, little things that cause big problems
  - Disk space running low, applications crash and valuable time and data is lost
  - Security patches out of date, now you have a worm
  - Hard disk has been generating errors for a month, now it just failed

# Managed services: monitoring and alerting

- Managed Services platform – monitor it all and generate alerts / view activity from one central console
  - **Managed services** is the practice of transferring day-to-day related **management** responsibility as a **strategic** method for improved effective and efficient operation.
- Real-time server, application, and network device monitoring to identify problems immediately or BEFORE they occur
- Monitor operating system, hardware, applications, network links, etc. and generate alerts when attention is required

# Technical support

- Put first things first!
- The first step is to reduce the need for support by being proactive about network design, management, and security.
- The next step is to put a mechanism in place to handle support in a cost-effective manner.

# There's no time!

- There is always time to step back and examine network design, management, and security practices – if you focus on making time. A **proactive** approach will reap huge benefits down the road.
- Make it a corporate focus, because it impacts your financial reports every year.

# Proactive network monitoring

- How does TrueFit Proactive Network Monitoring provide a solution to the problems?
  - Near-real-time view of server performance, firewall functionality, critical network services, database engines, backup and virus protection functionality, and network connectivity
  - Alerted to symptoms before they become problems
  - Patch management
    - Have critical server updates performed on a pre-scheduled basis

# Customer testimonial

- Larry Ives
  - IT Director of Niagara Cutter, a leading manufacturer of high-performance cutting tools

# Proactive network monitoring

- Solution demo