

## Enterprise Monitoring

PCMS Managed Services have combined industry leading systems with our business led approach to create a range of unique and innovative enterprise monitoring solutions to offer to our clients.



### ABOUT PCMS MANAGED SERVICES

PCMS is a leading provider of managed IT support services and strategic outsourcing solutions with 28 years experience in managing business critical systems on a 24 x 365 basis, both in the retail and corporate marketplace.

### SOLUTIONS PORTFOLIO

- Disaster Recovery & Business Continuity
- 24 x 365 Service Desk
- Enterprise Monitoring
- Application Management
- Full Outsourcing
- Managed SAP Solutions

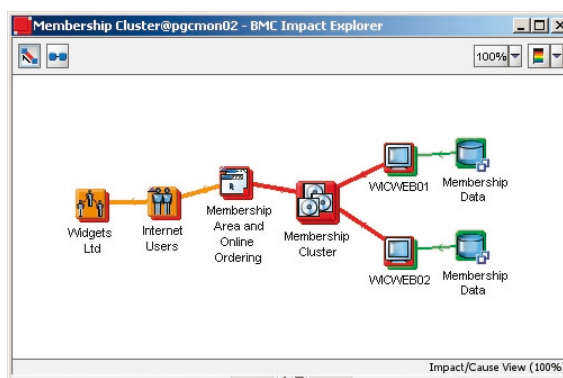
Many IT organisations struggle with a patchwork of different monitoring and management tools to accommodate different technologies and applications. The result is that an organisation's IT support function must deal with events that are siloed by technology and by application. What's more, they have to do it using a multitude of different tools that are isolated from each other and have different management interfaces.

In this fragmented environment, it is difficult to gain insight into the impact of events on IT services. This increases the difficulty of resolving incidents, consumes valuable staff time, increases both time to resolution and IT costs, and ultimately hinders IT's ability to support the business.

PCMS enterprise monitoring solutions enable visibility of the core business services rather than just server and network objects in isolation and allow an estate to be viewed and managed from the perspective of business impact as well as providing detailed information to support incident management and planning.

### Service Impact Monitor

The core of the system is the PCMS service impact monitor, which is fed with real time status and alerts from within the PCMS enterprise management system. This solution provides a graphical representation of an organisation's core business services, which show the impact of any alert to an organisation's internal users and customers. This graphical, real time representation of the estate enables the response and approach to system recovery to be tailored to prioritise differing impacts to the business.



In this view, the membership cluster and service are unavailable and are displayed in red. The company and internet view are amber as there is limited functionality.

Event propagation can decrease or increase or stay constant between levels of the service tree, dependant upon the systems architecture.

## Open and Flexible Solution

The enterprise monitoring solution is designed to integrate with any other form of monitoring service or new monitoring application, thereby providing a single enterprise view of the entire IT estate.

The PCMS enterprise monitoring solution is a flexible and scalable service where the customer or a 3<sup>rd</sup> party can be the incident resolver through to a totally managed monitoring and management solution where PCMS take full responsibility for the management of the infrastructure and resolution to any events or incidents that impact on business services or operational availability, or indeed a variety of options in-between.

## Key Benefits

- Improve staff efficiency and service availability by automatically prioritising events according to business importance, allowing either your IT operations staff or PCMS infrastructure support to focus on those issues that have the greatest impact on the business
- Reduce mean time to recovery (MTTR) by filtering and correlating event data to deliver meaningful and actionable information to IT support staff
- Maintain service level agreements (SLAs) by quickly identifying which events put the business at risk
- Identify and prioritise critical issues before they impact the business service
- Reduce 2<sup>nd</sup> level calls by accurately routing incidents to the appropriate teams, providing the service desk with automated notifications that contain IT outages, business impact information and impacted users
- Reduce operational cost per service
- Improve availability and service quality
- Provide timely and accurate availability reports on key metrics agreed upon with the business
- Optimised performance and improve productivity

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*The implementation of a fully resilient monitoring solution from PCMS on our key servers has provided the Co-operative Group with the following major benefits;*

- *Reduced our reliance on specialist knowledge and manual intervention in the process*
- *24 x 7 monitoring in real time which allows rapid response and resolution*
- *Improved reporting and statistical information*
- *Easy and manageable alert configuration which can be specifically tailored for individual requirements.*
- *Warning alerts set to allow for forward planning*



Andrew Kemp – Head of Group Marketing Programmes, The Co-operative Group