

Proactively managed networks reduce downtime, enhance service

ENABLING TECHNOLOGY DRIVES VISIBILITY AND IMPROVES BUSINESS VALUE

BUSINESS CHALLENGE

IT organizations are constantly challenged to improve service quality while reducing expenditures – all as IT infrastructures continue to grow in volume and complexity. Perhaps the greatest factor in meeting these often competing goals is your ability to prevent and minimize downtime.

Many companies rely on solutions that only alert them after a failure has occurred, making prevention difficult. In today's 24/7 business environment, it's critical to take the next step, proactively analyzing your infrastructure for anomalies before they impact users and before the harrowing operational and financial impacts of downtime leave their marks.

When problems do unexpectedly occur – as they inevitably will – you must resolve them as quickly as possible. Point-management solutions, which focus on specific IT domains – whether networks, servers, storage, databases or applications – do not provide the critical insight into interconnected services your IT staff needs to rapidly remediate issues. Employees are constantly in fire-fighting and ghost chasing mode, running from router to servers to workstations, as they work to pinpoint the true source of a problem and correlate all the devices in their networks. Siloed views make it nearly impossible for staff to understand an issue's impact on business users or service level agreements and thus to prioritize response accordingly. Although some companies maintain management tools that provide a unified view and perform root-cause analysis, asset relationship mapping is an ongoing manual task, requiring constant re-configuration.

When your staff is so focused on fighting fires or re-configuring software, they have little time for capacity planning and evaluating asset utilization, which would serve to reduce costs as businesses today so fervently desire.

With so many interlinked challenges, where do you begin? With more than 20 years of experience optimizing IT management, Rolta TUSC is poised to help.

SOLUTION OVERVIEW

A Platinum-level CA partner with more than 20 years of experience, Rolta TUSC has the expertise to help you achieve simplified, proactive, vendor-neutral management of your networks. By integrating CA's Infrastructure technology into your environment, you benefit from an integrated management solution that provides a unified view of the entire network, proactively identifies both issues and anomalies, automatically performs patented root-cause analysis, prioritizes response according to business goals, and utilizes historical trending analysis for capacity planning. You become a more strategic partner to the business, improving service quality while reducing cost and effort.

Rolta TUSC provides end-to-end services around a Network and Voice Management solution, from initial assessment through integration and reporting customizations. Our consultants have experience implementing and integrating the technology across a variety of industry, operating and technology environments.

BENEFITS

- **Increases efficiency of IT resources** — No longer consumed with fire fighting and configuration, IT staff can rapidly resolve issues and focus on other value-add activities. Your staffing needs can remain static as your infrastructure continues to grow
- **Reduces downtime** — With insight into developing problems, you can take action before users are impacted. Automated, patented root-cause analysis speeds mean-time-to-resolution when outages occur
- **Aligns IT with business goals** — Business views link cross-domain IT assets to services and automatically perform business-impact analysis, better demonstrating IT's value
- **Reduces cost of ownership** — Ongoing capacity analysis maximizes asset utilization and reduces expenditures.



TESTIMONIALS

"The City of San Jose expresses our sincere appreciation and recognition for the outstanding technical services provided by Rolta International, Inc. Rolta conscientiously performed the most labor intensive and time demanding tasks of the project. Despite the detailed nature of this project, the complexity of the requirements, Rolta consistently delivered high quality data within budget and ahead of schedule."

— Assistant Director of Public Works

"[Rolta] excelled in all areas and was a creative force in solving some of the clients needs with making changes to Spectrum to give the folks at [our hospital] a cost benefit with the Spectrum application."

— Senior CA Consultant ESM

"In my 15 years in the IT industry, I have seen only a few people that have displayed the caliber of work ethics and dedication that I have seen in the Rolta consultants."

— Principal CA Consultant ESM

ABOUT Rolta TUSC

A Platinum-level CA partner, Rolta TUSC provides end-to-end services including solution architecture, customization, integration and expert implementation of CA solutions. In addition, we provide expert functional and technical solutions in the areas of Oracle E-Business Suite Consulting, Business Intelligence / Data Warehousing, Project Management and Implementation Support, Custom Development (includes Fusion Middleware), Oracle DBA and Database Services, Managed Services for Remote DBA and E-Business Suite Support, Oracle Software Licensing, and Oracle Training & Mentoring.



RELY ON ROLTA



SOLUTION DETAILS

Rolta TUSC expertly implements CA Network and Voice Management technology – the industry's most comprehensive and tightly integrated fault and performance management solution – into multi-vendor, multi-technology environments. Key features of the solution include:

Service Level Management – With an integrated view of your multi-vendor, multi-technology network, you can easily correlate assets to define and monitor services. You also have the ability to drill down into the details of every system, link and endpoint.

Proactive Service Assurance – The solution proactively alerts you when IT assets are diverting from what is normal behavior for any time of day (determined dynamically) or from specific performance thresholds, allowing you to catch and reverse degradations before they impact customers and SLAs.

Rapid Problem Identification – With advanced event correlation and patented root-cause analytics technology, the solution rapidly filters symptoms, pinpoints root cause and prescribes corrective action. The technology identifies problems that stem from equipment failure as well as mis-configurations, and provides end-business impact analysis.

Predictive Capacity Planning – Based on automated compilation of historical data, you can analyze which capacity initiatives make sense and know when to downgrade underutilized assets.

Extensive Reporting – Comprehensive reporting templates address the needs of all levels of IT and business stakeholders. Reports and views are presented with an intuitive, role-based, Web-accessible interface.

Rolta TUSC provides value-add services while integrating the solution into your environment, including assisting your organization with advanced reporting, advanced event correlation and business service management. Don't wait any longer – improve your network management and your business value with Rolta TUSC and CA today.

FOR MORE INFORMATION

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