

Align IT with business goals and take IT service to new heights

DRIVE VISIBILITY INTO PERFORMANCE AND SPEED RESOLUTION WHILE CONTROLLING COSTS

BUSINESS CHALLENGE

With today's business activities increasingly dependent on technology, your infrastructure is likely growing in both size and complexity. While the business continues to rely more heavily on IT, you may find your IT organization challenged to be more accountable to the business, providing service in accordance with business priorities. If a particular IT component experiences an issue, management expects your team to know which service and business function the issue impacts. If server "A" goes down, for example, can payroll still go out on time?

Unfortunately, most IT departments lack the comprehensive integrated solution required to truly align their service with the business. Traditional point-to-point management tools are focused on specific IT domains – whether networks, servers, storage, databases or applications – and don't provide insight into the interconnected services you deliver across your infrastructure. These point tools alert you that an issue exists; however, they do not identify the business service it impacts nor the root cause of the problem, making it nearly impossible to troubleshoot based on business priorities. Your IT staff is often chasing false alarms and faces the time-consuming task of correlating and reconciling isolated data to remediate issues.

To maintain service according to business priorities, you need a solution that helps you proactively analyze and manage your diverse infrastructure from a centralized and integrated perspective rather than as independent silos. Moreover, to ensure service availability, the solution must analyze the service impact of outages and identify affected users. Finally, it must easily scale and accommodate new technologies so that as your environment continues to grow, costs do not. With 20 years of experience optimizing IT environments and 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 align your IT operations with business goals, ensuring you proactively identify and manage incidents according to business impact. To meet this growing requirement, Rolta TUSC consultants integrate leading CA Service Availability Management (SAM) tools into your environment in a modular fashion. We focus on helping you achieve predictive monitoring, integrated impact analysis, technology relationship mapping, and root-cause analysis across your complete infrastructure of networks, servers, storage, databases and applications. These capabilities provide the visibility, reliability and intelligence required to promote business alignment and unparalleled service availability.

Rolta TUSC has experience implementing CA's Service Availability solution across a variety of industries, operating, and technology environments. We strive to leverage your existing technology investments and can integrate components of the solution with both CA and non-CA management technologies.

BENEFITS

- **Manage IT services according to business priorities** — Achieve a holistic view of your infrastructure with business views that link cross-domain IT assets and applications to services and automatically perform business-impact analysis
- **Improve overall service quality** — Identify potential performance issues before they affect end users with proactive monitoring and prioritize resources based on business impact
- **Reduce the cost of IT operations** — Proactive monitoring and accurate root-cause analysis reduce mean-time-to-repair, downtime, and SLA violations and penalties. Extensive intelligence, reporting and policy automation streamline daily management tasks, freeing resources for other value-add activities



TESTIMONIALS

"We sincerely appreciate all the hard work, determination, dedication, and efforts for us. You are one of the most technical wizards I have worked with in 25 years of my service. I was simply amazed with your skills and ability to communicate so well. We are really thankful to Rolta for offering such a great service."

— Technical Program Manager

"As one of our valuable partners, Rolta brings in an immense amount of local knowledge, technology expertise to many of the markets in which we serve. Rolta's strong domain expertise, very strong ethics and performance execution produces excellent results."

— CEO

— Technical Program Manager

"It is rare that I experience the kind of quality work delivered by the Rolta consultants."

— CA Solution Strategist 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 evaluates your existing Service Availability Management infrastructure and expertly integrates components of the CA Service Availability solution into your environment in a modular fashion. Key elements of the solution include:

Front-line network fault and performance management –

Achieve real-time, proactive, end-to-end management of your data and voice networks. In addition to problem identification, this component dynamically determines "normal" performance and alerts you in real-time when an IT asset deviates from that normal behavior, allowing you to identify and address anomalies in your environment before they impact business users. The solution also performs root-cause analysis across network, system and database domains, minimizing mean time to repair.

Application performance management –

Monitor your web and service-oriented architecture transactions to achieve a true view of the user experience, identify where in the infrastructure transactions encounter performance problems, and determine application root cause.

Service desk management – Automatically manage and escalate response to identified issues based on business priority.

Portal Business Views – Access a single dashboard interface for ongoing management, ensuring full visibility and predictability.

Individual components of the overall solution can be integrated into your existing non-CA technology environment to maximize your legacy investments and address your most pressing needs and/or future requirements.

Take your IT service to new heights while reducing costs for your organization. Through implementation of CA Service Availability, Rolta TUSC enables your IT organization to become a more strategic partner to the business, ensuring reliable, meaningful and business-sensitive levels of service.

FOR MORE INFORMATION

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