

Business Value with CA

“With the help of CA’s integrated Enterprise Systems Management solutions we have created a new market niche in Belgium helping SMBs and IT departments. We believe we have the best, integrated, fully scalable and robust platform behind IT Management Online monitoring and management services.”

— *Frederik Baert*,
Business Unit Manager,
Ferranti Computer Systems



Computer Associates®

Ferranti Computer Systems

CA’s Unicenter® Network and Systems Management and Unicenter® Management Portal save 30% of IT specialist time with remote IT Management Online trouble prediction solution

Customer Profile:

(September 2005)

FERRANTI
computer systems

Ferranti Computer Systems
Antwerp, Belgium,
Amsterdam, The Netherlands
<http://www.ferranti.be>

Industry:

Systems Integration and
ICT consulting services

Category:

IT infrastructure monitoring
and management services

Annual Revenue:

€20 million

Employees:

100 in Belgium and
The Netherlands

Company Summary

Ferranti Computer Systems is a systems integrator and IT services company, founded in 1976 as a part of the UK Ferranti Group and since 1994 a member of the Netherlands-based Nijkerk Group. The company employs 100 consultants and has its headquarters in Antwerp and an office in Amsterdam. As early as 1994, Ferranti had an ISO-9002 certificate and was one of the first IT companies to attain ISO 9000-3 TickIT certification. Ferranti builds on more than 25 years of experience in system integration, e-business applications, network technology and custom projects for a number of specific markets, including energy and utility companies, public transport, industry and service providers. The company focuses on SMBs and divisions of multinationals.

Business Challenge

In the competitive world of IT services Ferranti sought a robust technology platform that would help exploit newly emerging market niches while differentiating its managed services from those of the competition. The company recognised that organisations spend large amounts building advanced networking infrastructures but with either limited budget or IT specialist resources fail to deploy the most basic tools to effectively manage their infrastructure. Start-ups and e-businesses nowadays control huge infrastructure assets with small IT teams who need all of the external help they can afford.

CA Products:

- Unicenter® Network and Systems Management
- Unicenter® NSM Systems Performance Option
- Unicenter® NSM Network Performance Option
- Unicenter® Management Portal
- Unicenter® Service Level Management
- Unicenter® Management for Web Services
- Unicenter® ServicePlus Service Desk

Key Benefits:

- Total service system monitoring checks on system health of multiple locations
- Protection of business critical data and applications
- Savings on present manpower use
- Flexible architecture can be personalised to individual user needs
- Predictive management of hardware, operating system and applications

Key Product Features:

- Event Management
- Centralized monitoring and management
- Manages the health and availability of operating systems
- Provides status management on infrastructure elements
- Highly personalized and secure views
- Consolidated and centralized reporting
- Web response monitoring

A CA Channel Partner since 2003, Ferranti realized that CA's integrated solutions would form the perfect platform on which to build IT Management Online, a modular online monitoring and services package that could be offered in a shared mode to provide a cost effective solution for SMBs and company departments to remotely and proactively manage business infrastructures.

"We saw that fast-growing SMBs and IT departments of larger companies did not have the time or knowledge to implement their own solution and realised that Ferranti could fill a market gap to deliver a service and proactively manage it for them," says Frederik Baert, Business Unit Manager of Ferranti Computer Systems. "As a reseller and expert on CA's Enterprise Systems Management solutions, we realised that we could offer small companies the same sophistication as big multinationals for a truly affordable price."

Powerful Solution

IT Management Online, built and fine-tuned by Ferranti upon CA's solutions over a period of two years, is a modular monitoring solution that provides comprehensive 24x7 fault and performance monitoring and management, keeping a close eye on hardware, operating system, database and application health, availability and performance. The service includes disciplined change management support, comprehensive reporting and inventory management to ensure optimum systems performance.

At the heart of this innovative service are CA's Unicenter® Network and Systems Management (Unicenter NSM), with Unicenter® Management Portal that provides a personalized web interface for secure visualization of enterprise management information. This highly scalable remote solution is offered from the Ferranti Operations Center within its Antwerp premises, where Ferranti's own specialists have developed a user-friendly layer around Unicenter NSM and Unicenter Management Portal to translate alerts into readable sentences that are more appropriate to the customer's business environment.

"We needed a software platform that was robust, scalable, was capable of monitoring multiple operating platforms, used agent technology and offered a secure web interface together with a proven event engine to deliver services and show to the customer what is happening in his infrastructure," says Frederik Baert. "CA Unicenter NSM, with its Event Management feature, together with Unicenter Management Portal and provided the best integrated building blocks on which to construct IT Management Online."

Tangible Value

With IT Management Online, Ferranti are opening up a new market niche in their Belgium and Netherlands market places. The market demanded that internal staff use their time more productively with an external monitoring service that allows internal IT specialists keep control while providing rapid incident notification of potential disruptions in service.

For example, Kronos Europe, one of the top manufacturers of whitening pigments for paper, paints and plastic, uses Ferranti's monitoring services. "For our manufacturing plant in Belgium our small IT team needs to be proactive so that users are not impacted by disruptions," says Ronny Duquet, IT Information Manager, Kronos Europe. "The Ferranti service gives us 24x7 support for our plant while providing a blueprint of knowledge that helps our team understand our environment better."



CA Advantages:

- Efficiency, stability and reliability
- Scalability
- Proven performance
- Flexible licensing for small businesses
- CA Technology Services™ Support

Key Business Processes:

- Network management and IT support
- Reporting and auditing systems for IT governance

Operating systems:

- Windows 2000/2003

"We have an extremely small team so this monitoring service was financially attractive as well as being professionally maintained by people with end to end responsibility for the service," says Daniel Lambrechts, Global LAN/WAN Manager for Huntsman, a global manufacturer of chemicals, plastics, automotive, construction and high-tech products. "Ferranti's integrated service, built on CA's solutions, gives us peace of mind and is valuable to us as it identifies things that could go wrong in our IT environment."

The Ferranti monitoring service can easily save 30% of an IT specialist's time monthly, according to Frederik Baert. At going European IT support rates this equates to savings up to 400% on the cost of Ferranti's service, which of course depends on the size and scale of the infrastructure being monitored. But the real issue is that internal staff can make more intelligent use of their time, while having the reassurance that as far as their systems go, there will be no unpleasant surprises.

Progress

"We are pleased to be making great progress with IT Management Online monitoring services and believe that with the solutions implemented from CA we have the best integrated, scalable and robust platform behind it," says Frederik Baert. "Now we have real market interest in Belgium. Customers appreciate the user-friendly portal and interface and are proving they can make real-time savings while acting more proactively to foresee network problems," adds Gunter Van de Caeter, Sales Executive for Ferranti.

The next step for Ferranti Computer Systems is to refine and expand the service capabilities of IT Management Online with CA Unicenter® ServicePlus Service Desk which will bring the discipline of ITIL best practice procedures to the entire service environment with a centralized service support solution that adds further value for clients as well as Ferranti's internal management staff.

For more information, call 1-800-225-5224 or visit ca.com.

