

Enterprise Systems Management



This is one of the very large deployments of CA Unicentre, managing about 70 servers, 30 network equipment and 5000 PCs

BT Frontline Technologies Pte Ltd has implemented the Enterprise Management Systems (server/network management), help desk (problem management), inventory and asset management (software distribution and remote control) to reduce IT operations effort and improve efficiency through this EMS implementation.

BT Frontline's professional services process driven implementation methodology and best-of-breed solutions from Computer Associates (CA) helped the customer to meet their business objective. Most importantly, the solution was implemented within a tight timeframe.

Key Business Challenges

- To design and build an Enterprise Management System (EMS) for the customer's HQ and its remote sites
- Transfer knowledge and operations to the client so that its staff could manage and customise the system according to its business needs
- Reduce effort for operation or improve efficiency through EMS by means of a more efficient method of operation within the organisation.

Products and Services

- CA Unicentre
- Network and systems management server
- Service desk server
- Software delivery server
- Asset and inventory management server
- NSM/AMO/SDO/RCO agents
- Desktop management gateway server at each remote site.

Key Business Solutions

CA Unicentre solution to meet the following customer's business requirements:

- Server monitoring:
- Monitoring of the overall status of the servers.
- Network monitoring:
- Monitoring of the overall status of the network and devices.
- Problem management:
- Central management of all problems reported by end-users.
- Inventory and asset management:
- Include detection and tracking of all computing assets.
- Software delivery:
- Central control and automation of software distributions across a heterogeneous environment.
- Remote control:
- Ability to take control of desktops and servers remotely.

Duration

- Six months for implementation, UAT and go-live.

For more information, please contact:

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