

## **Integrated Systems Management Software The need and benefits**

### **Executive summary**

The ever increasing complexity of IT, it's on-going growth within organisations and their increasing reliance on this for day to day operation is placing ever growing pressures on IT management and those responsible for this.

There is more to know, more to do, more to go wrong, and it is increasingly harder to pinpoint problems quickly, manage assets, and justify investments. At the same time with more users doing more, and therefore ever more reliant on their IT systems, they are demanding faster response and better IT service as problems and poor service are directly affecting them and having a greater impact on the business. One small problem can bring a business process to a halt and cost thousands of pounds, while even a small problem on a PC can stop an individual from working....

Future developments in areas such as e-business, portable and remote computing and application integration will compound these issues further. Not only will complexity increase and systems be less accessible, but, with e-systems, customers, suppliers and other stakeholders will become users which will mean that IT performance will form part of their perception of the organisation. Effective IT management will therefore not only be more difficult but more crucial and this will simply add to the pressures on IT staff and costs.

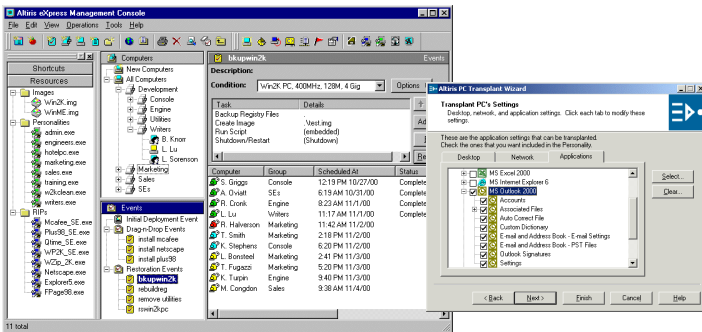
To address this organisations must develop and implement strategies for improving IT management capabilities, if they have not done so already, as a way of alleviating this growing pressure on IT costs and resource, and as a way of ensuring that IT systems can and do deliver what is expected of them now and into the future. This means that, at a senior management level, the relationship between IT and each area of business needs evaluating and objectives set for the IT operation aligned to the overall business objectives (i.e. this is what we need to achieve here and this is therefore what IT must deliver), while at an operational level, IT departments must consider their own operations and implement methods for improving IT management capabilities as a whole.

The implementation of Integrated Systems Management software is the way that organisations can and indeed already are addressing these requirements. Through introducing a centralised management console IT organisations are able, for the first time, get a complete and live view of the entire IT infrastructure and it's configuration - networks, systems and applications, etc. This in turn provides the framework for moving from islands of management, and the use of a series of individual product or process specific management tools, to an environment in which tools can be integrated, processes streamlined, and information more effectively gathered. The page over shows areas typical Systems Management software suites address. In short they apply the very principles of IT to IT itself. In doing so they enable IT management processes to be optimised, alleviating the growing pressure on IT resources, and, as an increasingly business critical function, greater control achieved. IT performance can be measured and therefore objectives set, whilst requirements can be determined based on current and future business needs vs current performance.

Such an approach has been shown to provide savings of up to 25% in total cost of IT ownership, amounting to many thousands of pounds per end user system. Importantly these savings are only in a small part IT department related. The majority of savings are gained from improved end user and IT system efficiency, reduction in the direct costs to the organisation of problems and downtime and more effective investment in IT. The related benefits include greater end user satisfaction and an improved environment for further IT development.

Having been proven now in both large and small organisations, the arguments for Integrated Systems Management software are such that it is safe to say such software will become standard, in the same way that management systems are now standard in a wide range of other technologies. In short it is not so much a matter of whether, but when and with what?

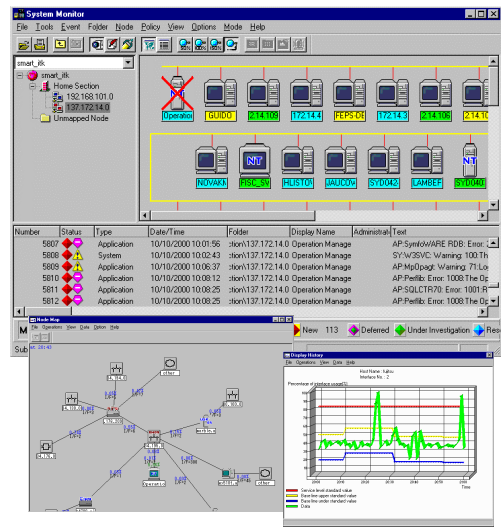
# Centralisation and Automation of IT Management



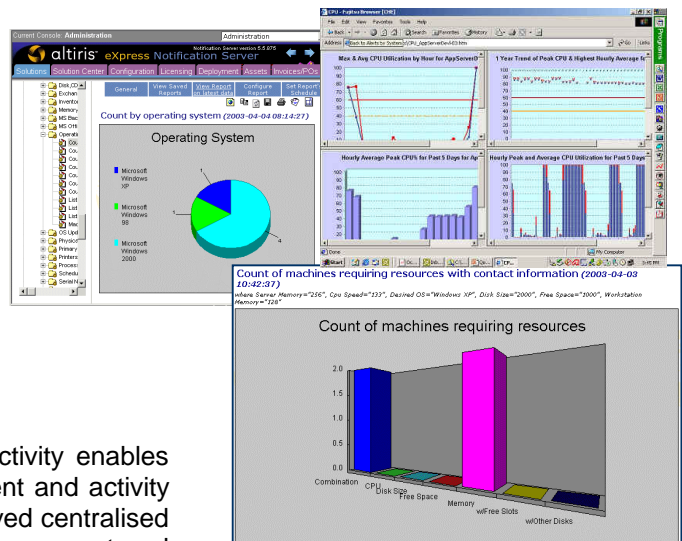
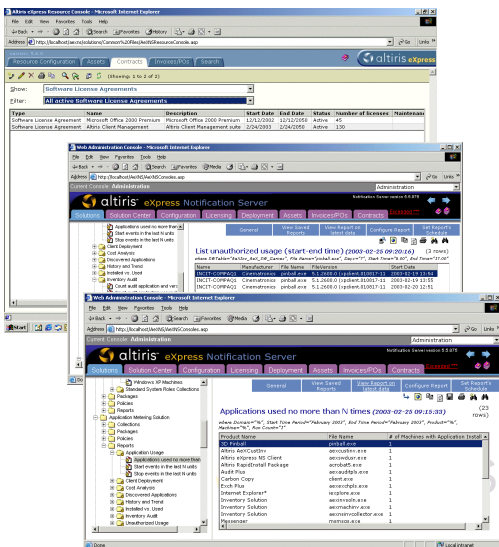
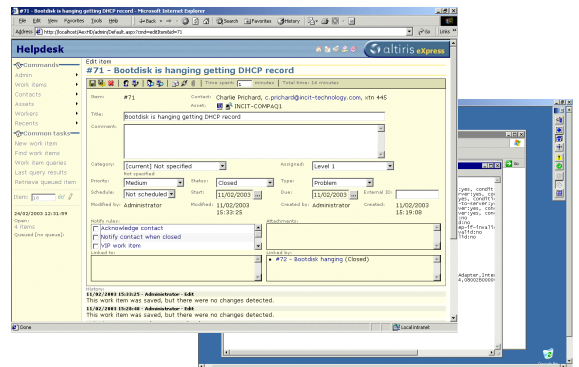
Automated deployment from a central source of Operating Systems and system migrations, software and software upgrades saves many hours of time and effort.

Management of problems via a helpdesk ensures effective service, while remote control and action of systems saves valuable time and money.

Asset Management software keeps track of all IT supported assets and the contracts, licenses and costs associated with these, and ensures optimal use of expensive assets.



Centralised monitoring of complete IT infrastructure captures potential issues and problems before they become critical and automates response and action to these.



Centralised gathering of data from systems and IT activity enables rapid analysis, which enables the appropriate investment and activity decisions to be made effectively. Other areas for improved centralised automation include storage management, Security management and routine Job automation.