SAFEGUARD PRODUCTIVITY WITH OPERATIONS ANALYTICS

Computacenter helps organisations tap into real-time performance insights to maximise uptime and the user experience.
IT environments have never been so complex; or so important. With digital channels, the customer experience and user productivity at stake, CIOs need to ensure IT uptime reaches that elusive 100 per cent.

Monitoring the performance of individual IT components is no longer enough. With business services and applications dependent on multiple systems, organisations need a holistic view of the performance of the entire infrastructure.

IT Operations Analytics (ITOA) provides a visual representation of data from an organisation’s traditional monitoring tools. It offers a window into machine-generated IT data, using intelligent analytics to deliver insights into not just current service performance but also future risks – and how they relate to the user experience.

With automated, integrated and real-time analysis of millions of data points, ITOA makes it easy to identify, interpret and avoid IT service degradation.
WHY IT OPERATIONS ANALYTICS MATTERS

FOR THE CIO
- Minimises the risk of IT outages
- Improves reputation
- Reduces the costs of IT management

FOR THE BUSINESS
- Protects revenue and shareholder value
- Safeguards customer service levels
- Enhances business agility and supports growth

FOR THE USER
- Ensures a better IT experience
- Increases productivity
- Improves satisfaction

Computacenter helps organisations take advantage of ITOA. We implement solutions. We customise parameters. We educate IT teams.

As a result, we accelerate time to value for our customers, enabling them to safeguard digital services, reduce IT operational costs and improve the user experience.

CIOs need to ensure uptime reaches that elusive 100 per cent.
SHINING THE SPOTLIGHT ON IT INFRASTRUCTURE DATA

From ecommerce platforms to private clouds, Computacenter’s ITOA services help shed new light on the day-to-day performance of systems across both Core IT in the datacenter and Edge IT for the user. By enabling meaningful analysis of monitoring data, it brings clarity and control to the IT department.

In the event of a priority one incident, networking, application, storage, cloud and web teams no longer need battle it out. Instead they can work together with a single view of the data that matters to determine the root cause.

By breaking down siloes and cutting out the noise, ITOA helps organisations prevent, detect and resolve IT issues before they impact users.

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ITOA also plays a key role in capacity planning and risk mitigation, enabling IT departments to plan for peaks in demand, strengthen security and spot inherent architecture design flaws. As a result, Core IT and Edge IT can be optimised to enable both the business and its users.
Computacenter helps CIOs identify and implement the best strategies for ITOA

5 THINGS YOU NEED TO KNOW...

1. Analysts have identified ITOA as one of the fastest-moving areas in big data.

2. Legacy monitoring tools will not be able to cope as IT infrastructure data becomes increasingly complex.

3. ITOA solutions aggregate data from applications, endpoints and monitoring tools to provide a holistic view across physical, virtual and cloud IT.

4. ITOA’s real-time analytics enable organisations to identify and investigate IT security incidents as they happen, as well as performance degradations.

5. The depth of insight brings a new level of understanding to how systems and applications are used in the real world, enabling a more effective approach to service improvement.
A FASTER ROUTE TO INTELLIGENT ANALYTICS

There is no one-size-fits-all implementation for ITOA. With millions of different data points and multiple monitoring solutions, an ITOA solution needs to be correctly configured and integrated to deliver the right results. This requires a specialist skill set that is not always available internally.

By partnering with Computacenter, organisations will benefit from our extensive experience and best practice processes, which minimise risk and maximise value.

Our packaged solution combines consultancy, hardware, software licensing and training to make ITOA implementations more affordable and repeatable. We’ve selected the best toolset on the market and developed a reference architecture, both of which can be customised to suit an organisation’s needs and infrastructure.

Building on our heritage in IT expertise and industrialised approach, we offer a fixed price, fixed outcome solution as well as dedicated services for ITOA.
Our services include:

**CONSULT**
Every engagement starts with an in-depth consultation exercise during which we identify business needs, data sources, technologies and users. The ITOA solution can be based on existing hardware or include server sourcing and implementation.

**PROJECT-MANAGEMENT**
Our best practice project management methodology, Tempo, which is based on PRINCE2, ensures ITOA projects are delivered on time, to budget and to expectation. Our experienced project managers work closely with customer stakeholders and communicate consistently to ensure key milestones are met.

**DEPLOY**
Once we have installed and integrated the ITOA solution with customers’ existing monitoring systems, we develop a range of custom dashboards aimed at specific users. For example, dashboard components might include top-level service traffic lights for C-level executives, transaction volumes for service owners, performance against SLAs for IT managers or network latency and storage capacity for IT operations staff.

**TRAINING**
Knowledge transfer is a vital part of the Computacenter service. We work with internal staff to ensure ongoing maintenance and configuration can be completed with minimal external support.
Our offering includes:

**ARCHITECTURE EXPERTISE**
Initially focused on a single-site architecture with multiple software instances and designed to scale with search redundancy and index clustering; ensuring a high level of uptime. Search functionality architected will be architected for an agreed number of users.

**IMPLEMENTATION AND CONFIGURATION**
ITOA software will be installed and configured in line with an agreed design and installed on jointly agreed and commissioned infrastructure.

**DATA ONBOARDING**
From data output to forwarding to making sense of it all, Computacenter consultants will ensure that every step is clearly explained and repeatable. For common industry data sources, we will provide sets of tools to help accelerate data onboarding.

**USER EXPERIENCE**
Provide dashboard designs and recommendations to make the data speak. With a set of standard visualisations already built in, our consultants will provide a walkthrough of how to build the queries that power charts and reports. The experience also includes alerts and reports that reach users without the need to log into the software itself.

**UPDATED DEPLOYMENT DOCUMENTATION**
We will document designs and configurations for future reference.

With Computacenter’s help, organisations can quickly achieve their ITOA objectives and start making cost savings. With greater IT availability and performance, organisations can safeguard their digital services and deliver a better user experience.
5 REASONS WHY COMPUTACENTER IS DIFFERENT...

1. With a 30-year heritage in IT infrastructure, we understand the operational challenges facing organisations.

2. Our fixed outcome package is founded on industrialised processes to minimise ITOA implementation timelines and costs.

3. We can manage and host ITOA solutions on our customers’ behalf as part of our managed services.

4. Our best-of-breed solutions are award-winning and used by thousands of customers across the globe.

5. We use ITOA as part of our customer managed service contracts to increase quality and maximise resources.

GET IN TOUCH

To find out how Computacenter could help your organisation minimise management costs and maximise performance with ITOA, please contact your Computacenter Account Manager or call 01707 631000.

www.computacenter.com/uk/datacenter
Enabling users and their business

Computacenter is Europe’s leading independent provider of IT infrastructure services, enabling users and their business. We advise organisations on IT strategy, implement the most appropriate technology, optimise its performance, and manage our customers’ infrastructures. In doing this we help CIOs and IT departments in enterprise and corporate organisations maximise productivity and the business value of IT for internal and external users.