

Overview

Serving a growing manufacturing and distribution enterprise across the globe, SFS Group required a solution to automate its network management to reduce operational costs and improve end-user service availability. Eye of the Storm® (EYE) was chosen for its enterprise-class functionality, real-time network monitoring, accuracy of information, and integration with BMC Event Manager.

SFS Group Reduces IT Costs with a Centrally Managed Infrastructure and EYE for Network Management

With a global manufacturing and distribution network of more than 65 sites in 21 countries throughout Europe, North America, and Asia, centrally managing and serving the SFS Group’s critical business services for the more than 4100 employees may seem an insurmountable task, but that’s just an average day for the technology and operations team at SFS services AG. Based in two centralized data centers located in Heerbrugg, Switzerland, all of the company’s main business, communication, storage, accounting, customer management, and ordering systems are hosted for maximum efficiency and ease of maintenance. Connecting users at all of these sites – and the SFS Group to its customers – is a complex and distributed network infrastructure providing the foundation for business productivity.

Four business units comprise the SFS Group: SFS intec is a global development partner, manufacturer, and supplier of precision cold formed components, specialty fasteners, and mechanical fastening systems. SFS unimarket is a leading national supplier of fasteners, tools, architectural hardware, and chemical/technical products. SFS locher is an efficient, full-service supplier of steel, metal, building supplies, construction tools, and concrete reinforcement systems. SFS services is the group’s in-house service provider for finance, controlling, information technology, HR management, marketing services, and central support services. Although their product lines and markets they serve are diverse, they all share the main electronic business systems.

The Challenge: Services Spanning the Globe

Worldwide access to the group’s business applications depends on the availability of their LAN and WAN network environments. To ensure their network is optimally deployed and efficiently performing, SFS services

relies upon Entuity's Eye of the Storm as their primary network management solution. Keeping users productive at all of these sites requires the continued, uninterrupted operation of the applications and electronic systems for their particular business unit.

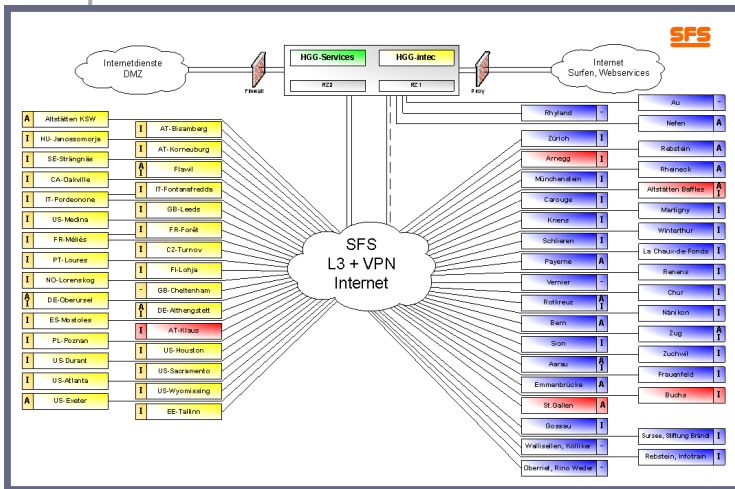
Business services such as supply chain management (SCM), enterprise resource planning (ERP), advanced product quality planning (APQP), finance and accounting, human resources, and warehouse systems are all centrally provided from the data centers. The group's accounting system based on SAP features a variety of modules that store critical transactional information in Oracle databases for all locations. To ensure security, backup, and longevity of electronic records, all critical business data is stored centrally as well.

Connecting all the sites is an intricate and

The Solution: Network Availability

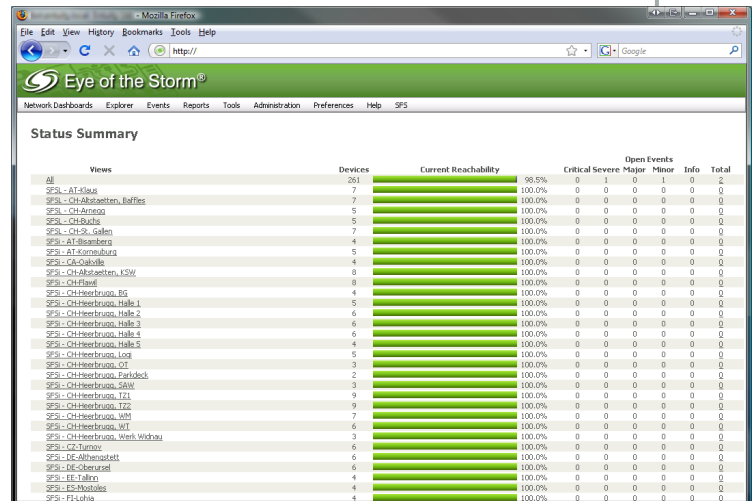
With the availability and capacity of the network such a significant factor in providing business services, a versatile network management system capable of proactive issue notification was required. One that included a broad range of device and operational thresholds to alert IT staff of problems so they could be fixed before any users experienced service outages or degradation. A network management solution containing the complete breadth of functionality required by network administrators, and one that was fully integrated with their strategic Business Service Management (BSM) platform based on BMC® Service Assurance products.

Using Entuity's Eye of the Storm® (EYE), SFS services has implemented a network management solution that solves their operational challenges. With EYE, IT personnel have a top-down view of



The SFS Group network uses cost-effective transport from a variety of providers

distributed network based on Internet-VPN or MPLS links. Like the arteries of the body, the network carries these critical business systems delivering life's blood to the business, keeping it alive, growing, and efficiently performing. If the network is down or is even slow, user productivity is negatively impacted at a minimum. If there is a network outage, customer transactions could be interrupted resulting in lost business revenue, driving down profitability. A representative example is the warehouse system utilized by SFS intec in Valence, France. Based on a SAP TRM installation hosted in Switzerland, all customer orders are received and sent as warehouse transactions over the network. If there is a network interruption, no orders would be processed, warehouse personnel would not be dispatched, and goods would not be shipped. The same criticality of network connectivity applies to the office infrastructure, where business communication would be at stake.



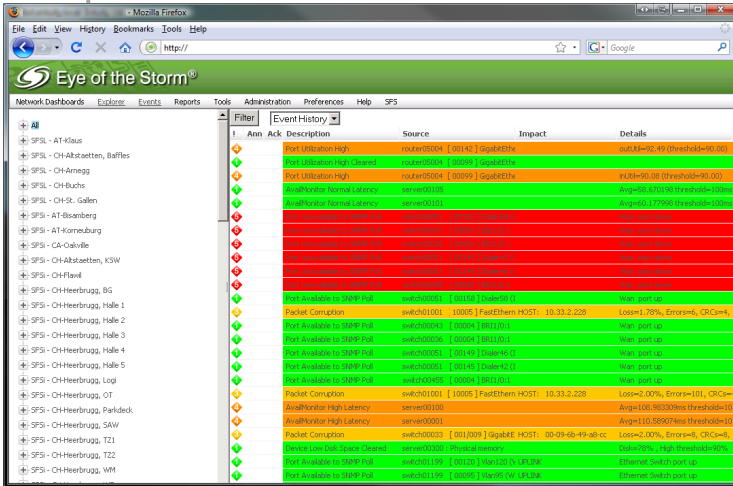
Business views give a top-down summary of key network operational parameters for each SFS location.

their entire network with separate views for each business location. The views include logical collections of all the network components that serve a particular business unit – comprising both local devices and central devices – to provide performance and operational forensics from the user's perspective. This gives IT staff the information and insight required to make informed decisions about capacity and availability for optimum service delivery.

"EYE gives us a top-down, business-centric view of our network that we previously did not have," says Patrick Bichler, manager Technology & Operations for SFS services AG. "This gives us clear visibility from a user's perspective to the complete infrastructure serving each location – including devices both at the local facility and our central

operations center – to better manage and reliably deliver services to our user community.”

With the EYE Integration Module for BMC® Event Manager (BEM), SFS services was able to integrate monitoring and management of their network into their BSM platform to further automate



Performance and availability events are highlighted for easy prioritization and rapid resolution.

infrastructure support. Real-time network monitoring is accomplished with EYE. Performance or operational events reported by EYE are then forwarded to BEM for correlation and processing. BMC's Alarm Point is then used to automatically route incidents to the correct IT personnel including Help Desk as well as second-level support. Not only do incidents get solved faster having the appropriate and most experienced personnel assigned, but overall staff efficiency has improved since all staff are not distracted assessing trouble tickets which don't apply to them.

The Result: Reduced Costs

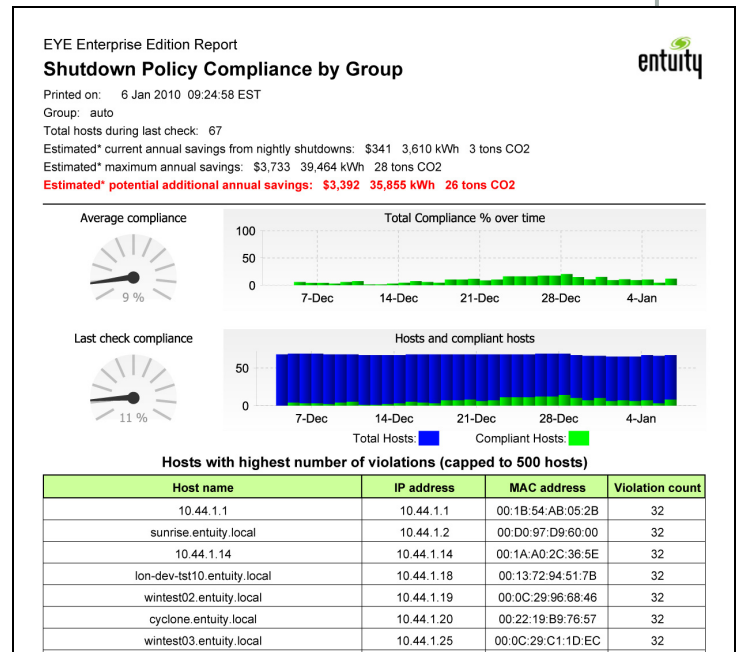
Centralizing their IT infrastructure has helped SFS services reduce costs by providing economies of scale in several ways. Internet-VPN connections with strong, real-time monitoring provide lower cost transport than dedicated connection services with expensive SLAs. The number and variety of Internet Service Providers keeps competition high and costs low. Housing applications and data storage centrally reduces maintenance time and costs and provides a consistency of service to end users. It also simplifies hardware requirements at remote facilities. Automating the alerting and incident assignment processes reduces end-user disruption and improves IT operation's efficiency. By combining event information in the BSM system, downtime of end-user services is reduced. With these monitoring and management systems in

place including EYE, SFS services provides a high-level of service to thousands of users in more than 65 locations around the world with just 2 full-time equivalents in network administration.

An EYE on Power Consumption

For the SFS Group, the amount of electricity utilized in running their business units is of growing concern. It not only has an impact on operational costs, but also the environment and the local communities surrounding their businesses. Demonstrating their commitment to the environment, sustainability, and minimizing their impact on global climate change, the SFS Group is committed to sustainability and the conservation of resources, and regard them as fundamental tasks aimed at securing the future of the company. Power conservation is one of the criteria used in evaluating business partnerships.

Eye of the Storm's Green IT Perspective gives SFS services visibility and insight to the power consumption of their various business units. Reports from the Green IT Perspective detail the amount of power used by groups or individuals,



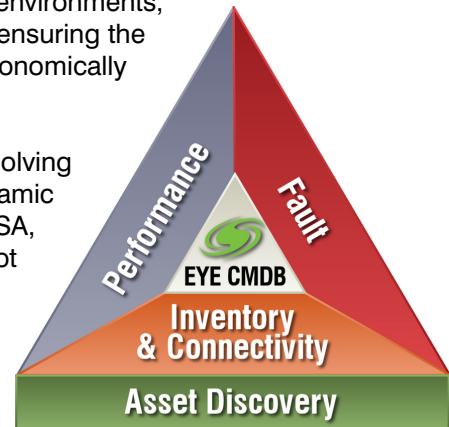
Reports on network power utilization identify savings opportunities.

their compliance with established shutdown policies designed to save power, and quantify potential areas for savings. The reports are shared with users to promote additional savings, building awareness and personal responsibility for how their use of corporate computer resources impacts the company. The Green IT Perspective also identifies underutilized servers-applications can be resource-leveled, making efficient use of compute power.

Eye of the Storm Summary

Entuity offers a complete line of contemporary network management solutions for reducing operational costs while improving services delivery – affordable enterprise class management. Eye of the Storm® (EYE) network management solutions enable IT organizations to quickly and materially reduce costs, and to deliver - and prove - the service levels expected by its customers. EYE gives you insight, control, and predictability of your network's performance and availability - from the core to the edge - with a range of products at price points to match your business model. The EYE product line helps businesses realize the maximum benefit of today's distributed applications, virtualized environments, network-based services, and contemporary data sharing strategies by ensuring the foundational resource for all these initiatives – the network – is economically deployed and optimally performing.

Entuity's customers include Global 2000 companies proactively solving mission-critical business initiatives, leveraging complex and dynamic distributed network environments. A sampling includes: ABB, ACSA, Amtrak, Astra Zeneca, BMC Software, IBM Global Services, Perot Systems, The Royal Bank of Scotland, SASSA, Sony, Visteon, and WorldPay.



Eye of the Storm Enterprise Network Suite

EYE Enterprise Network Suite is the company's flagship scalable, multi-server solution for medium to large enterprises managing the largest and most dynamic networks for some of the most demanding organizations in the world. EYE Enterprise delivers network control and predictability enabling enterprises, system integrators and MSPs to manage network services and assets, meet service level commitments, implement best practices in service delivery, and even develop and monitor Green IT initiatives.

EYE automatically and continually discovers and captures in-depth network data and analytics, and provides integrated fault, device- and flow-based performance management capabilities that help enterprises, service providers, and system integrators reduce network downtime, commit to, deliver, assure and prove service levels, and ensure network configuration compliance. Real-time notifications of physical network and configuration changes, visibility to virtual servers and environments, and open data accessibility prevent user-impacting business service interruptions and enable transparent business-level reporting through high level and detailed reports, corporate dashboards, or mash-ups.

EYE NPE Integrated SME Network Suite

The Entuity Eye of the Storm Network Professional Edition (EYE NPE) is a new class of network management solution focused on the needs of small to medium enterprises (SMEs). It allows SMEs to manage their networks using enterprise-class technology at an affordable price. EYE NPE provides SMEs with a live, accurate view of their network in order to reduce network downtime and ensure optimal network operation so critical business initiatives can be effectively deployed and efficiently maintained.

EYE NPE provides a succinct suite of the most important functionality for network management, presented in an easy to use, quickly to deploy format. EYE NPE delivers extremely fast time to value and low total cost of ownership, resulting in superior overall price-performance. Its wide range of capabilities are the practical middle ground between single function point utilities and tools that are difficult and costly to integrate, and heavily laden frameworks that are difficult to deploy, learn, use, and expensive to support. EYE NPE enables SMEs to quickly and optimally manage their networks.

To learn more about EYE NPE for SMEs or Eye of the Storm Enterprise for medium and large enterprises, please contact your local Entuity office, visit www.entuity.com, or email info@entuity.com.



www.entuity.com

North American Headquarters

4 Mount Royal Avenue
Suite 240
Marlborough, MA 01752 USA
Toll Free: 1 800 926 5889
T: +1 508 357 6346
F: +1 508 357 6358

North American Regional

70-50 Austin Street
Suite 107
Forest Hills, NY 11375 USA
T: +1 718 261 3440
F: +1 718 261 3722

EMEA Headquarters

9a Devonshire Square
London, EC2M 4YN UK
T: +44 (0)20 7444 4800
F: +44 (0)20 7444 4808