

Managed Microsoft Service for SCOM (System Center for Operations Manager)



Effective monitoring and management in an enterprise computing environment isn't an option, it's a prerequisite. To stay competitive, your organisation must have a clear and complete picture of your current state.



An overview of Managed Microsoft Service for System Center for Operations Manager (SCOM)

Microsoft® System Center for Operations Manager 2007 (SCOM) is Microsoft's monitoring solution, focused on managing Windows environments, including desktops, servers and software. It provides support for Microsoft and non-Microsoft products using Management Packs, to discover, monitor, troubleshoot, report and resolve problems for a specific technology component. SCOM includes health models to analyse the performance, availability, configuration and security inputs to determine the overall status of components.

SCOM is the best-of-breed solution for monitoring Microsoft developed/based applications, although it needs to be carefully maintained and managed to deliver business value.

Managed Microsoft Service for SCOM helps you monitor your organisation's hardware and software environment, from applications availability to disk utilisation. Our experts are responsible for executing a set of proactive tasks that ensure the optimal running of your SCOM infrastructure.

To ensure the effective end-to-end management of your computing infrastructure, operational tasks are aligned to Microsoft Operations Framework (MOF) best practice, while the overall service delivery is aligned to IT Infrastructure Library (ITIL) best practice.

We monitor your critical applications

Keeping track of what's happening on the myriad of machines in an organisation is a complex task. It means dealing with diverse software, including desktop and server operating systems, databases, web servers and applications, together with all sorts of hardware, such as processors, disk drives, routers and much more.

Organisations struggle to afford to retain experts to manage each part of their complex IT environment. They face an ongoing battle to find skilled resources and meet service level demands during required operating hours. This leads to access and connectivity issues, unstable platforms and unavailability of services.

Datacraft's Managed Microsoft Service for SCOM addresses the specific challenges faced by your organisation in monitoring your critical services infrastructure.

We monitor your complex world

Managed Microsoft Service for SCOM helps you achieve maximum benefits from monitoring technology, by taking ownership of all the service components that ensure better utilisation and improved stability of your infrastructure. This service ensures you have the information your business depends on.

The scope of Managed Microsoft Service for SCOM

Managed Microsoft Service for SCOM is delivered remotely using standardised methodologies and advanced monitoring technologies.

This proactive remote service covers four main areas:

- ▲ Management of your SCOM infrastructure at a technical level.
- ▲ Distribution of generated alerts to the appropriate technical management teams.
- ▲ Creation and maintenance of technology dashboards.
- ▲ Regular review of data and proactive feedback on business trends, problems and optimisation suggestions.

Our service manages all aspects of the SCOM solution that are needed to provide uninterrupted delivery of proactive monitoring, trending and optimisation.

Why move to Managed Microsoft Service for SCOM?

Our expertise helps deliver real business benefits which include:

- ▲ Reduced risk through standardised, repeatable, documented and audited processes and procedures.
- ▲ Higher systems availability associated with business service level requirements.
- ▲ Cost efficiency delivered through a centralised delivery model using automated technology.
- ▲ A single point of accountability for your SCOM services.

Our approach to delivering Managed Services

In order to facilitate effective deployment into your business, Datacraft will perform an Environmental Assessment of your existing infrastructure, defining and implementing the baseline architecture required by the Managed Services.

Once the required baseline has been approved, the service is migrated onto the Managed Services domain following a trusted transition process to ensure a smooth handover of operations to Datacraft.

The transition process includes:

- ▲ Confirmation of the scope of services to be managed.
- ▲ Defining Service Levels.
- ▲ Reviewing current business policies, processes and procedures, providing a proposed redefinition to support alignment with the operational delivery of the Managed Service.

Datacraft's appointed Project Manager will compile weekly reports and set up review sessions to highlight activities that require attention. The project is considered complete when systems handover and acceptance testing are completed and signed off.

About Datacraft

- Datacraft is a wholly-owned subsidiary of Dimension Data, a US\$4.7 billion global IT services and solutions provider
- Earned US\$736 million in annual revenue for FY2010
- Has 2,000 client relationships around the Asia Pacific region
- Has a client base that spans five major industry sectors
 - Financial Services
 - Media & Communications
 - Manufacturing
 - Travel, Transportation & Real Estate
 - Public Sector
- With a portfolio of solutions and services in
 - Consultancy • Converged Communications
 - Contact Centers • Data Center Solutions
 - Managed Services • Microsoft Solutions
 - Network Integration • Performance Optimisation
 - Security • Training
- Operates in more than 60 offices across 13 Pacific markets