

# Case Study

## Major Hardware Retailer

### Tivoli Enterprise Solutions

#### The Customer

The Customer is a large Australian hardware retailer who has a presence in all Australian states and capital cities as well as most regional centres. The Customer has experienced rapid growth over the last few years and continues to expand the number of stores and the number of locations in which it operates. The Customer has a strong corporate culture and prides itself in being a leader in the Australian retail industry



#### The Challenge

Rapid growth had created a number of business and technical challenges. On the technical side, new systems were introduced on new technology platforms that needed to coexist with existing systems. These systems needed to be installed and maintained in existing stores as well as being rolled out with new stores. Furthermore, the identification and control of the hardware and software that existed in each location was becoming increasingly difficult.

Thus the management of all these systems from a central site, with limited technical resources in the remote sites, had proven to be very difficult. When problems did occur, they took too long to resolve and this resulted in store systems being out of action with significant potential for lost revenues. The Customer was looking to dramatically improve their ability to manage the in-store systems environment from a central site and reduce downtime accordingly.

#### The Solution

The Customer's technical problems were viewed in two parts:

1. Management of the hardware and software assets
2. Manage the availability of the systems

Senetas Consultants proposed the deployment of the IBM Tivoli Suite of Enterprise System Management tools including:

##### IBM Tivoli Configuration Manager

Configuration Manager has the ability to distribute and configure software from a central site to any system across the network. It can also determine what software is installed and whether the remote system conforms to the company's standards. On the hardware side, the Configuration Manager can determine the hardware that exists in each location across the network. All the information on hardware and software assets is retrieved and stored in a central inventory database that can be queried for asset management purposes.

##### IBM Tivoli Monitoring

##### IBM Tivoli Enterprise Console

##### IBM Tivoli Remote Control

These products are focused on managing the availability of the in-store systems. Tivoli Monitoring can proactively detect



problems and rapidly advise support staff and the Enterprise Console can correlate multiple events to determine the root causes of problems and automate corrective actions. The Remote Control module enables support staff to take control of offending systems to perform diagnostics.

Together, these products completely addressed the Customer's needs.



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#### Services Delivered

During the systems implementation, one of the Customer's key requirements was to ensure the transfer of skills to their own technical staff so that they could support the Tivoli infrastructure once the project was completed. Senetas was uniquely positioned, as the sole provider of certified Tivoli training in ANZ, to meet this requirement. We developed and conducted a training program that was integrated into the project.

The services provided during the project were:

- **Project Management** – working with the Customer's PM to develop project plans and monitor and report on progress;
- **Requirements Definition** – to create an agreed definition of the business and technical requirements to feed into the solution design;
- **Solution Design** – define, size and document the components of the solution;
- **Training Program** – identify support and operations staff and develop up a training program that incorporated training throughout the project so that staff were trained and then had the opportunity to put the training into practice. The program catered for deep technical training for support technical staff, operations training for operators and general overview training for other parts of the business;
- **Oversee Solution Build** – In conjunction with the Customer's staff, oversee the construction of the Tivoli infrastructure. This also involved supplying specialist technical resources for some components especially automation and business process;
- **Oversee Testing of Solution** – again, in conjunction with Customer's staff, test the solution against the test plan to ensure requirements are met; and
- **Assist Rollout** – Assist the Customer's staff to roll the solution into production.

#### The Benefits

The Customer has achieved a dramatic improvement in the availability of all computer systems. They have also extended "The Solution" to largely automate the rollout of new stores which automatically become part of the monitored environment. The Customer now has a comprehensive picture of their hardware and software assets and control over licensing, deployment of new systems, patching and upgrading systems and managing security of access.

#### The Future

Senetas has continued to provide customised training as staff turnover and responsibilities change and to supplement the technical resources of the Customer as required.



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