

Case Study

Major Retailer

Tivoli Enterprise Solutions

The Customer:

The Customer is a large Australian retailer with many stores throughout Australia, New Zealand and several other countries. They have a culture of fast growth and lean margins.



The Challenge

The Customer needed to significantly improve the management of their IT assets. The customer was facing the following issues:

- No systems to manage either the IT hardware or software inventory or to deploy software remotely;
- Facing major licensing costs for software that was not required;
- A requirement to upgrade 10,000 PCs to Windows XP to support their new point of sale application;
- The identification of the hardware that would have to be replaced;
- The ability to deploy common applications quickly to allow the operating system to be upgraded;
- With many remote sites, a solution to manage their wide area network and with the ability to determine whether slowdowns were related to network congestion or to other factors.

The Solution

The Customer decided to implement IBM Tivoli Configuration Manager and IBM Tivoli Netview.

Senetas was engaged to design, customise, and implement the deployment of these products.

Working closely with the Customer, Senetas designed a customised solution that would fully integrate with their existing processes. A web based interface to all functions was designed so that help desk staff could easily and quickly deploy software to any desktop while keeping pre existing approval processes in place.

Tivoli Netview and Tivoli Enterprise Console was implemented to provide monitoring of the wide area network. Using Netview's proven scaleable SNMP polling engine, a customised front end was created to show utilisation graphs that displayed current and historical utilisation patterns for any site.

Custom prolog rules were created to allow Enterprise Console events to be augmented with site specific information and application specific alerts in a way that was very customisable and easy to maintain using a web based interface.



A custom polling system was created to capture hardware MAC addresses and open network ports for all hardware devices on the network. Covering 16,000 hardware devices it allowed the deployment of Tivoli Framework agents to be verified. The solution was also very useful for tracking down various security events where specific rogue devices needed to be identified.

Services Delivered

Once the solution was deployed, Senetas developed processes supporting the products to ensure they fitted in well with the Customer. This was achieved by providing custom web based interfaces that integrated configuration management information with inventory data and Active Directory information for authentication and access control.



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Significant effort was spent automating management tasks such as, Tivoli Agent management, so that the inventory scan and software deployment success rates were extremely high and the product was seen to be very reliable.

The services provided during the project were:

- Solution Design – define, size and document the components of the solution;
- Solution Deployment – implementing a Tivoli Framework deployment to over two hundred individual sites.
- Significant customisation – simplifying the product by providing a custom web interface which leveraged configuration information and authorisation rules based on Microsoft Active Directory groups automatically via LDAP.
- Assist Rollout – assisting the Customer to roll the solution into production.

The Benefits

The Customer achieved the following outcomes:

- Deployed Windows XP to all 10,000 PCs;
- Achieved very significant savings in software licensing costs;
- Greatly improved the management of their hardware and software inventory;
- Possess a much better picture of any bottlenecks in the network;
- Implemented a significant network upgrade targeting sites specifically identified using utilisation information collected with the solution provided.



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