

SaaS (Software as Service)

Business and IT Services Monitoring
and Management System

Business Challenges

In an ever-changing and competitive business environment, IT systems are integral to every business process. When systems fail, the entire enterprise faces serious consequences where you will be outrun by competitors and missed opportunities, making quick recovery ever more crucial, where the technical support team is often caught off-hand with outages too. By fixing problems before they escalate, analysing event history to avoid a recurrence of problems and tracking changes within your IT environment, it significantly increases the availability of your business-critical systems.

In addition, IT organisations must manage the enterprise infrastructure, and at the same time, maintain the highest level of services. To be effective, businesses must also reduce complexity, costs and keep the enterprise operating at optimal efficiency.

Rapidly changing trends are increasing the breadth and depth of knowledge required, making it difficult for existing system administrators to keep abreast with technology advancements. The cost of maintaining trained personnel is also increasing.

Our Solution Offerings

One key area to reduce costs is to simplify the main task of job administrators — systems, applications and business service management by subscribing to our services offerings where we offer the necessary tools implemented at your data centre, monitoring your IT infrastructure based on your business and SLA requirements

The difference is you do not own the tools, hence you are not tied with the investment. We own the tools, configure and implement the tools as per your business and SLA requirements.

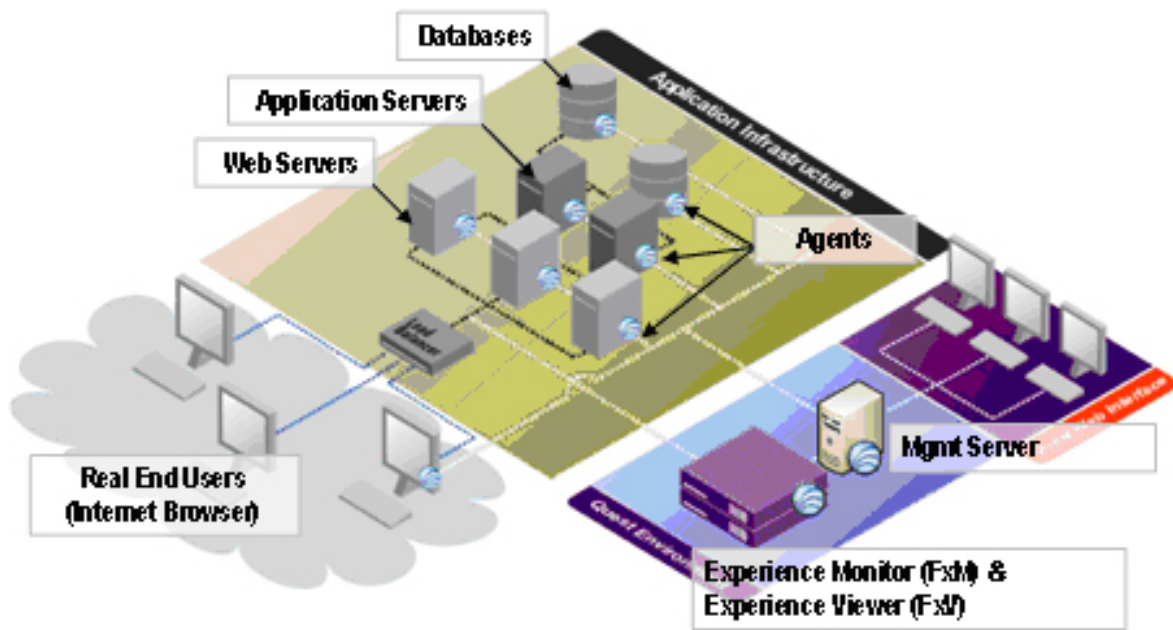
Our services include the following:

- Centralised, consolidated monitoring systems (Solaris, AIX, HP-UX, Windows) and applications (eg., SAP, Siebel) housed at customer data centre
- Integrated escalation procedures and processes based on ITIL V3
- First-level response and resolution with root cause analysis
- Timely updates and reports

Activities and deliverables

- Project kick-off meeting to establish goals and milestone
- Consulting, taking into consideration organisation policy, regulatory compliance and business impact analysis
- Review current system operation and operational support procedures
- Documentation of system configuration and specification
- Documentation of pre-installation and statement of works
- Documentation of escalation procedures plan
- Provide implementation, setup document and acceptance test plan
- Verify solutions against documented test procedures
- Production ready - Business and IT services monitoring and management system
- Manage and reporting

Solution Deployment Overview



Picture source from Quest Software

Key Features

- Consolidated 24x7 Business and IT services monitoring and management system
- Service level improvements
- Root cause analysis
- Best-of-breed tools
- Integrated escalation procedures and processes based on ITIL V3
- First-level response and resolution
- Experienced support team
- Documented reports

Key Customer Benefits

- 24x7 monitored Business and IT services monitoring and management system
- Experienced response team
- Systematic escalation process based on ITIL standards
- Resolve staffing issues and the problem of skilled resources shortages
- Business and IT services monitoring and management system grows along with your business growth
- Option to integrate into DR plan

Complementary Services

- IT Governance and Compliance
- Application Production Assurance (Preproduction)
- Performance Assessment, Capacity Planning and Architecture Review
- ITSM (IT service management) Assessment and Review (ISO20000)
- ITSM (IT service management) Implementation

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