

SITA Customer Success Story

Recycling and resource management company with over 12 million customers migrates to managing IT from a business-process perspective with FireScope Business Service Management.

Overview

SITA is a recycling and resource management company with a strategy to revolutionize their industry by utilizing technology in new ways to drive greater efficiency and cost savings.

Key to this strategy was rethinking how they managed IT. Rather than a collection of disparate servers and applications, they needed a way to

The Problem

Miller Group's IT team knew they were strong at reactively identifying and resolving infrastructure performance issues. However, they sometimes struggled to look 'under the hood' and combine data from multiple sources to identify the root-cause of an issue, or proactively monitor and analyse IT services to prevent issues occurring.

Previous approaches were limited to monitoring individual hosts or technologies in isolation, with several different products, and not always in real time. They wanted to organise their technology assets into the

"At first we didn't believe that FireScope could deploy in days. Then they proved it."

- Dave Smith, SITA Technical Service Manager

business services that they deliver, and see how events impacted these services and ultimately the business. And whereas their existing solutions only allowed SLA's to be defined around uptime, Leggiero's team wanted to analyze SLA compliance based on performance, security or even business outcomes.

The Requirement

Potential solutions were evaluated on the following requirements:

- 1. Form Factor** – The Miller Group wanted a solution delivered as either a physical or virtual appliance. Previous solutions had introduced server sprawl that increased the workload on administrators and increased power and air costs. After all, the IT staff's time is better spent on servers that drive revenue than on maintaining and troubleshooting management tools.
- 2. Technology Agnostic** – The Miller Group's infrastructure includes a large variety of vendors and technologies. Therefore, any new solution should be technology and vendor agnostic to eliminate the siloes that had created blind spots for the organization in the past.
- 3. Browser Based** – All interaction with potential solutions should be through a web browser, with no client-side software required.

The Contenders

The Miller Group conducted a rigorous evaluation of almost every solution available. Their short list

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of potential solutions included Microsoft Operations Center, IBM Tivoli and incumbent Compuware. As part of the evaluation, Leggiero's team took full advantage of FireScope's free, fully functional trial download to put the solution through its paces in their own environment.

Why they Chose FireScope

According to Michael Leggiero, "Firescope put the money or rather product where its mouth is so to speak, by providing an evaluation that verified how simple the installation and configuration process of the product was. The solution itself started delivering instant payback from day one by reporting and highlighting the status of the IT services delivery to our business. "

Furthermore, FireScope's system cost was exceptional for the value and features gained, and recognition by Gartner as a key vendor in the space helped confirm Leggiero's decision.

The Outcome

FireScope provided the Miller Group with the ability to group various technology components into a

group that represents the business service or application delivered by the IT department, or in the words of Leggiero, "we see it as the business sees it so to speak."

Moving forward, FireScope is a critical resource enabling Miller Group to mature IT Operations, with near term objectives including:

- Create and provide a common IT departmental toolset for automated real-time alerting and monitoring of IT service availability to provide greater management information on our IT services.
- Troubleshoot problems in a more timely and informed manner and reduce resolution times for problems and provide a solution to help us identify more root causes and eliminate the "it could be anything."
- Establish a more proactive culture towards monitoring and capacity planning to improve services and ultimately reduce costs where applicable.
- Eliminate existing and further staff stretch when attempting to resolve issues.