

GLOBETEAM



[Redacted]

[Redacted]

[Redacted]

[Redacted]

Case story: COWI

Efficient and reliable operation of
MOM 2005



Efficient and reliable operation of MOM 2005

As an international consulting company with regional offices and subsidiaries in Denmark and abroad, COWI has a much diversified IT infrastructure. This makes heavy demands on functionality, flexibility and standardization. With Microsoft Operations Manager (MOM) 2005, installed by Globeteam, COWI has obtained an efficient, safe and proactive central monitoring – and can therefore make better use of the IT department's resources.

With approximately 150 servers, of which 60 is distributed all over the world in regional offices and subsidiaries, COWI's IT department has many things to monitor during their busy business day. Therefore, Microsoft Operations Manager 2005 (MOM) meets an important requirement. MOM 2005 monitors approximately half of COWI's servers and warns against potential problems before they become noticeable and develop into crises. *"We chose MOM 2005 because the solution offers a more efficient, proactive surveillance and a large degree of security. Earlier we had Hardware-surveillance and manual surveillance. Today, however, we can monitor our operating systems and the applications that run on them with MOM 2005. That gives us the opportunity to predict events in the infrastructure and increase the total performance",* says team leader for COWI's IT infrastructure Jan Davidsen.

In addition to the wish of standardizing and enhancing the efficiency of the operation, MOM 2005 is also a part of COWI's globalization strategy and wish to grow into an integrated international corporation, where the different companies work together as one entity. The objective with this is to create better access to the conglomerate's unified expertise and at the same time obtain economies of scale. The increased co-operation between COWI's head office, the regional offices and subsidiary companies means, according to Jan Davidsen, that the IT department in the long term will service and run more subsidiary companies' infrastructure centrally from Lyngby. *"The last year, for instance, we have taken four subsidiary companies and one project office in and this year the plan is to control and monitor even more of the companies' infrastructure centrally. As an operation-outsourcing-supplier we have to have a tool that can give us a fast status over the situation and guarantee an optimal uptime. With MOM 2005 we have been given a tool that professionalizes our services in connection with the close company integration",* says Jan Davidsen

**Problem:**

COWI has a very dispersed infrastructure. The 150 servers are spread across the entire country in COWI's subsidiary companies and the company's regional offices. Consequently, the company needed a surveillance system that proactively reacts on unexpected events and possible errors.

Solution:

The installment of MOM 2005 in order to conduct central system surveillance of 150 servers all over the world.

Advantages:

With the installment of MOM 2005, COWI has achieved a number of economically and administrative gains. Now, COWI's servers can be monitored centrally from the central office in Lyngby. This has meant that the IT department has had a number of resources released to attend to the growing services of the IT department – without having to take on more employees.

COWI

COWI is a leading international consultancy firm that is occupied with engineer technique, environment and economics all over the world. COWI has 14 regional offices spread all over Denmark and counts a number of subsidiary companies abroad. COWI employs a total of 3400 employees.

Infrastructure partner of the year

Globeteam was selected as "Infrastructure partner of the year" at the Danish Microsoft Partner Awards 2005 and is Gold Certified Partner in the fields of Advanced Infrastructure, Information Worker and Security.

Painless installation

Today, MOM monitors the Windows Server, the AD (active directory), the Exchange Server and the SQL Server. In the future MOM is to monitor all of COWI's servers. *"We have deliberately chosen to start with limited areas and phase the proactive surveillance due to the fact that we have had bad experiences with the trails from the surveillance systems. In this way we can be familiar with the system on selected servers and thereafter regularly extend the operation surveillance", says Jan Davidsen who counts on the solution being finally implemented in 2007.*

"The implementation of MOM has meant that that we have increased the network's total performance. Among other things we have optimized our AD according to reports from MOM. Mistakes that we would not have been able to discover without MOM", Jan Davidsen tells us.

The technical part of MOM is finalized, and according to Jan Davidsen it has been running smoothly and much faster than COWI had planned. *"In the co-operation with Globeteam, we have used significantly fewer hours than estimated. Typically, one finds a lot of mistakes in the mounting of the system, but it has not been the case this time", says Jan Davidsen.*

Quick status over the situation

With MOM one gets an expert knowledge and an encapsulated knowledge database that calls out when an error occurs. The MOM alarms are available by way of a monitor that makes it possible to localize errors and act goal oriented in proportion to the configuration that the system monitor. Today, two men have the responsibility for the operation surveillance in COWI. *"Does critical problems arise, it will set off an alarm that they instantly will see to. Thus, it is easier and quicker to react on possible errors – and thus use the IT department's resources better", says Jan Davidsen.*

MOM 2006 has contributed to a more efficient operation and stabilization of COWI's IT platform. *"COWI has achieved a number of advantages with the installment of MOM. Among other things, the system has released resources to attend to the IT department's growing output – and it is in line with COWI's globalization ideas", concludes Jan Davidsen.*

"We chose to enter into co-operation with Globeteam because of their unique concept that guarantees specified consultants by name through the entire project progress. Further, Globeteam knows COWI's business which makes it easier and far quicker to implement IT solutions", says Jan Davidsen.

Contact:

Claus Moldow, Managing Director: Mobile phone: 2631 0001, e-mail: cm@globeteam.com.

Morten Strunge Nielsen, Principal for Globeteam Microsoft Team: Mobile phone: 2631 0200, e-mail: msn@globeteam.com