Systems & Operations
Management

Microsoft
GOLD CERTIFIED
Partner

Microsoft Solutions

Organizations today must more effectively monitor networks, infrastructure and applications; however, they often lack this capability or have only partial information about the "health" of their information systems. Conversely, too often organizations have a surplus of performance data, making it difficult to extract relevant or trend information and to know the most effective way to respond.

Unplanned system and service downtime can result in a failure to meet service levels, which in turn can lead to lost revenue, customer dissatisfaction and competitive disadvantage. To avoid this situation, it is imperative that mission-critical applications and services be proactively monitored to maximize availability.

Microsoft Solutions for Systems and Operations Management is a comprehensive services and product offering that enables companies to achieve operational excellence and improve the manageability of the Windows platform while reducing total cost of ownership.

Systems & Operational Management Processes

Protection and resilience are only possible if well defined and well-communicated processes are in place for managing security risk. Part of the challenge to organizations is the complexity inherent in a large environment—being in multiple geographies, with diverse departments or divisions.

Processes may not be coordinated and decision-making may be at odds. ProSys Information Systems applies the best practice approach from Microsoft Operations Framework (MOF) and ITIL, which are part of an overall approach for planning, deploying, and maintaining IT processes for mission-critical systems.

Microsoft System Center

Microsoft System Center plays a central role in the Microsoft vision to help IT organizations benefit from self-managing, dynamic systems. System Center solutions capture and aggregate knowledge about your infrastructure, policies, processes and best practices so your IT staff can build manageable systems and automate operations in order to reduce costs, improve application availability and enhance service delivery.

System Center solutions provide the reliability, scalability and security required to manage the most mission-critical IT systems, applications and services.

Operations Manager

Microsoft System Center Operations Manager affords you a comprehensive, overall view of the health of your IT environment. Track thousands of event and performance monitors across hundreds of operating systems and applications. It ultimately allows you to automate routine, redundant tasks to increase efficiency and enable greater control of your IT environment.

Configuration Manager

Configuration Manager drives IT productivity and efficiency by reducing manual tasks and enabling you to focus on high-value projects, maximize hardware and software investments, and empower end-user productivity with the right software at the right time. Configuration Manager contributes to a more effective IT department by enabling secure and scalable operating system and application deployment and desired configuration management, enhancing system security

PROSYS

and providing comprehensive asset management of servers, desktops and mobile devices.

Data Protection Manager

Data Protection Manager optimizes and speeds disk-based backup and recovery, delivers consistent data protection and increases your IT organization's operational efficiencies. For example, recover information quickly by copying content from a production server and speed data recovery with always-accessible disks.

Data Protection Manager also supports near-continuous data protection with centralized backup of branch offices and backup enhancements within the data center. Finally, help lower the total cost of your data-protection environment by consolidating backup efforts at the data center, empowering end users to perform their own recoveries, implementing out-of-the-box reporting and monitoring functionality.

Capacity Planner

Microsoft System Center Capacity Planner helps size and plan deployments of Microsoft Exchange Server 2007 (as well as Microsoft Windows SharePoint Services 3.0,

Microsoft Office SharePoint Server 2007 and Microsoft System Center Operations Manager 2007). It provides you with the tools and guidance to deploy efficiently, while planning for the future by allowing for "what-if" analyses.

Virtual Machine Manager

Virtual Machine Manager is a stand-alone management application for a virtual data center. Virtual Machine Manager increases use of your physical server, allows you to centrally and virtually manage your infrastructure and lets both administrators and end users rapidly provision new virtual machines.

System Center Essentials

Microsoft System Center Essentials is a proactive, unified management solution that enables IT professionals in midsize organizations to more efficiently secure, update, monitor and troubleshoot their IT environments. System Center Essentials provides a unified solution to help optimize a broad set of tasks across the entire IT environment and a single console from which one can view and manage all of the servers, clients, hardware, software and IT services.

Phased Approach

We take a phased approach to your Systems & Operations Management projects, with set milestones based on best practices. These phases are based on Microsoft's proven approach to technology projects, the Microsoft Solutions Framework (MSF). This is how it works:

Assess: Help identify your business drivers, review your current environment and develop an initial logical design for the new environment. The phase concludes with a milestone where you approve the vision and scope, based on the business case.
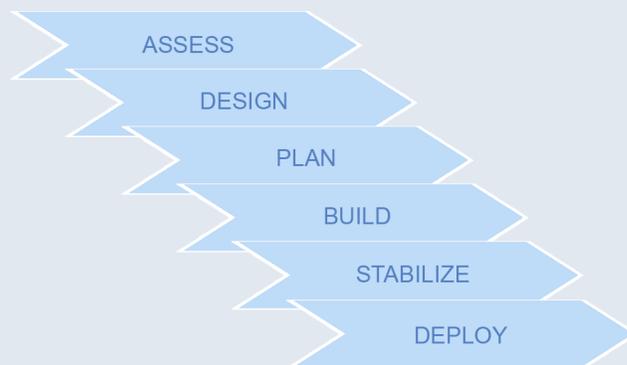
Design: Our experts work closely with your staff to refine the design for the new environment. At the end of this phase we re-examine the business case to ensure the design aligns with the desired goals.

Plan: Once the infrastructure design is complete, our team guides your staff through the implementation options and documents the detailed plans.

Build: With the plans completed, we help test the infrastructure design, implementation strategy, systems management design and operations plan in a test lab.

Stabilize: Our team helps define a detailed release-management plan and sets up a pilot environment to further stabilize the final solution.

Phased Project Approach

ASSESS

DESIGN

PLAN

BUILD

STABILIZE

DEPLOY

Deploy: The core technology and site components are deployed and the project is transitioned to operations and support. After the deployment, the team conducts a project review and a customer satisfaction survey.

Not Sure Where to Begin?

Let us help. We can assess your current environment, help map strategic business goals to the capabilities offered in our Microsoft Solutions for Systems and Operations Management and help establish your end-state vision for implementation. For more information contact us at mssolutions@prosys.com or contact your local ProSys representative.