

Aligning Technology to the Business with Tectonic 360's Managed Service.

The Business Challenge

Aligning technology to the business is a process not a product, accepting this fact heralds a break from the shackles of traditional IT thinking. IT Directors need to possess the vision and capability to look universally at their environments; operational risk that goes unnoticed or unmanaged will lead to volatility in service and revenues.

This is the basis for the T360 Service Assurance Programme, automate the monitoring, apply intelligence to the information, be proactive, not reactive and invest strategically from a position of knowledge. T360 delivers Service Assurance solutions as a collaborative project with customers where the business case is developed and the service planned, implemented and supported thereafter with minimal risk. Once delivered, the service is monitored to ensure the ROI is proven and the TCO is reduced.

The Business Solution

The motive to drive down the cost base to increase profitability in turn allows investment to grow revenues by improving the service delivered. An improved service delivers not only a better quality of service but also higher availability.

Quality of Service impacts on customer decisions!

Consider your own buying habits; we all have choice, speed of response – no queue, quality of information – helpful assistant, ease of use – pleasant experience, competitive – not necessarily the cheapest, but competitive. Good customer testimonials are the best form of marketing.

High Levels of continued QoS will attract new customers and retain existing ones. With an improved QoS, the next challenge is for more business hours to take advantage of the extra opportunities. To do more, we need more; more infrastructure and people to manage it. Or do we?

BRONZE - Remote Element Monitoring

Remote Monitoring provides automated identification of alarms and assists in the diagnosis with historical information and root cause analysis. Integrated into a Service Management solution, with escalation through the support teams and procedures to manage the corrective action, back to service responses can be significantly reduced improving the availability of the service delivery. This is the basis of a managed service, with reports to support the availability and performance of each IT element, adding focus, process and experience to this outsourced facility. At its entry level the T360 Managed Service delivers this to the business however, providing detailed analysis and recommendations on the information gathered can derive greater benefit.

SILVER – Analyse and Recommend

T360 Managed Services provides the analysis from the trend information delivering a strategic plan to maintain the service as the business dynamics change. Without the responsibilities of being your hardware supplier, T360 is free to make a 360° view of the situation, applying innovation, intelligence and rarely, more "tin". Running out of storage doesn't mean more disks; it means better data management, it's operationally superior and fiscally cheaper.

GOLD – Business Service Management

The data collected above is a technical view: router performance, bandwidth utilisation, disk capacity etc. A business manager requires a different perspective; an end-to-end view of a service, its availability and quality. The requirement is to spot trends early, schedule change and be proactive. A Business Continuance analysis looks at all processes and is, therefore, far wider than just IT; it examines Risk and Impact, resulting in clear fiscal information of the organisation's dependency on each business service. For the first time, the business will be able to define the actual quality of service and availability required. A gap analysis between the SILVER and GOLD packages ensures that the investment is targeted and strategically shifts IT into a collaborative role within the business and away from being a large mysterious cost centre.

