



CASE STUDY

LONDON BUSINESS SCHOOL

WORLD-CLASS Educational Institution Chooses InteQ to INSURE AVAILABILITY of GLOBAL NETWORK



Organization Profile - Regularly ranked among the top 10 business schools in the world, London Business School (LBS) serves an international community with more than 16,000 alumni, 4,500 executive participants, 1,000 graduate students and more than 50 corporate partners.

IT Challenge - With an expanding community that increasingly relies on the Internet and LBS intranet to work, communicate and collaborate, London Business School's IT staff was challenged to create and maintain a high-availability, high-performance network that would effectively serve the school's constituents.

Solution - InteQ's IT monitoring and management service for 24x7 monitoring and maintenance of London Business School's systems, leveraging Global SiteReliance from Mercury Interactive.

Results - Without bringing on additional staff to monitor its systems, London Business School is hitting its goal of 99.95 percent availability for its constituents with systems based in five international locations.

Top-ranked Business School Meets Growing Demand

London Business School (LBS) has made its name over the past 37 years as one of the leading business schools in the world, from its main campus in downtown London. However, in recent years, LBS's campus has become a truly global one as its constituents – 16,000 alumni, 4,500 executive participants, 1,000 graduate students and more than 50 corporate partners – continue to communicate, work and interact with LBS from points around the world.

Responding to this change, the 12-person IT staff at LBS took on the challenge of creating an IT infrastructure that was truly 24x7 and could respond to the need for high-availability communications, intranets and Web sites to support the emerging needs of the institution.

Led by Russell Altendorff, the director of the Information Systems division at LBS, the school re-architected its IT infrastructure to meet these changing needs. But to meet the aggressive availability and performance goals that he set for LBS, Altendorff recognized the school would need to add a complete Web systems monitoring, management and maintenance service. Creating the systems and processes needed to do this internally would have required a tremendous effort over a long period of time – and would have required adding personnel for the ongoing monitoring of the systems.

Rather than build this capability internally, LBS turned to InteQ Corporation for its IT monitoring and management service for 24x7 problem resolution services.

"The Global SiteReliance offering has enabled us to better manage our global network and meet some very aggressive availability and performance goals," said Altendorff. "By relying on Global SiteReliance to monitor our network and infrastructure, we have been able to concentrate our resources on more critical issues that have led to increased efficiencies in our day-to-day operations."

Making the Grade

LBS has three ongoing core objectives in working with InteQ:

High-availability: LBS averages more than 250,000 hits on its Web site daily and processes millions of emails through its servers each month. The on-campus library receives more than 30 online data feeds, and makes six of those available to LBS students and alumni anywhere in the world. Altendorff has set a goal of 99.95 percent availability for these services and relies on the monitoring provided by Global SiteReliance and InteQ's service delivery platform and team to ensure that systems stay up.

Proactive monitoring: Providing service to more than 100 countries requires the monitoring of hundreds of performance characteristics and the proven processes of the InteQ service delivery platform. InteQ goes beyond monitoring to generate an understanding of why performance degradation happens and how to prevent it. Working together, InteQ and LBS have developed a runbook, which establishes common problems, presents the best ways to fix them quickly and helps the InteQ team begin to identify diagnostic solutions that will keep these ongoing problems from occurring.

Effective reporting: InteQ's InfraPortal tracks all relevant alerts, outstanding issues and presents a single view of the entire IT infrastructure to LBS.

As part of InteQ's service to LBS, the company is leveraging the Global SiteReliance from Mercury Interactive. Global SiteReliance provides a series of monitors that constantly check the performance of specific applications and, combined with InteQ's IT monitoring and management service, provides LBS with the most effective and efficient means of maintaining its network.

"The combination of software from Freshwater and the service delivery platform from InteQ was the ideal solution for the 24x7 needs of London Business School," said Santhana Krishnan, Chairman and Co-founder of InteQ. "With our team at InteQ handling not only routine monitoring and maintenance but also rapidly evolving to break/fix solution development, LBS is seeing the value-add that our services provide for its IT infrastructure."

More than a Monitor

With InteQ operating as the service delivery platform and providing 24x7 monitoring, management and maintenance, LBS has been able to hit its availability objectives without adding IT staff and is recognizing the benefits of an experienced, trusted management and maintenance partner in InteQ.

Even in the case of service alerts that are sent to both LBS and InteQ, InteQ's team is able to act on the situation faster than LBS could on its own, allowing the internal IT team to focus on improving its infrastructure or assisting its constituents, rather than with routine monitoring and maintenance. As InteQ becomes more and more familiar with LBS's systems, it is able to act in a more and more proactive manner, resolving problems before they even become apparent to LBS's end users.

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