



CASE STUDY

MANUFACTURERS' SERVICES LTD.

“With InfraWatch, we can see the storms ahead of us, and proactively avoid any lightning strikes.”

Roger Smith, Director of Information Services, MSL



Organization Profile - A top ten global provider of electronic manufacturing services, with 5,000 employees in 7 facilities spanning four continents; strategic outsourcer serving blue chip and emerging companies in networking, telecommunications, computers, industrial and medical electronics

IT Challenge - To proactively report on the business-critical production system 7/24, avoid downtime, and gather information for capacity planning

The Infrastructure - Unix and NT servers, Oracle and MS SQL databases, Baan ERP application, Cisco routers

Solution - Inteq InfraWatch™ to continuously monitor, notify, track and report availability and performance 7/24

As a global leader in the electronics manufacturing services industry, Manufacturers' Services Ltd. (MSL) understands the critical importance of information technology. From managing the supply chain, to ensuring manufacturing quality, enabling rapid time to market and enhancing customer satisfaction, MSL depends on the availability and performance of their IT, and counts on the Information Services organization to deliver.

Roger Smith, Director of Information Services at Manufacturers' Services Ltd. had his hands full with MSL's rapidly expanding IT environment. He and his staff were inundated with IT support calls from the company's remote offices and manufacturing plants across the globe. "We were completely reactive before, with calls coming in to all my staff members, often in the middle of the night. We needed a more orderly process," said Smith.

Smith and his staff did their homework. They analyzed the scope of implementing a 7/24 monitoring and management solution that would also provide information on systems availability with data collection for trend analysis. He also needed proactive event detection with a 15-minute maximum response time, and a single point of contact for reporting IT problems.

When Smith considered the capital and recurring costs, increase in staff for 7/24 service, and the timeline for complete installation, Smith realized he needed more than a management tool set; he needed a management service. "We need to be focused on availability and performance, not on managing tools," said Smith.

Smith says he has seen a noticeable difference in the quality of life in his staff.

“Things are a lot better now. We’ve decreased support calls, avoided downtime and the stress associated with it.”

InteQ delivers the right Network and Systems Management (NSM) information at the right time for enterprises and service providers to take proactive action. With InteQ's repeatable delivery model, customers pay for the performance of their NSM system - not for the system itself. The first Management Service Provider (MSP), InteQ has driven performance and availability into enterprise computing infrastructures since 1995. Visit InteQ at www.inteqnet.com.

After careful consideration, Smith chose InteQ's subscription-based InfraWatch™ service. The InteQ team worked with MSL to select the right metrics on each of MSL's monitored IT objects and establish a secure connection with MSPnet™, InteQ's service delivery architecture. Now, Smith rests easy knowing his mission-critical IT infrastructure is monitored 7/24, and acts on the reports and notifications delivered by InfraWatch.

InteQ's professional services organization created customized templates to extend the InfraWatch capability to MSL's mission-critical Baan ERP application. They also created custom scripts to enable automated corrective actions, such as process restarts, on devices within MSL's unique infrastructure.

InteQ's expertly trained Visibility Analysts watch over MSL's infrastructure 7/24 from the global Visibility Center™, making sure Smith and his staff get the right information, at the right time, every time. When an event requires MSL's attention, the pre-defined notification and escalation process makes sure the notification gets to the right MSL staff member within 15 minutes. All events and threshold breaches are automatically e-mailed to MSL, and are available to view on InfraPortal™, InteQ's online availability and performance reporting Web portal.

“It's very helpful to go to work in the morning, review event reports and see that we are proactively managing our IT environment,” said Smith. He adds that with InteQ controlling notification and escalation, his staff has more control in addressing critical situations.

With InfraWatch running for over a year, Smith says he has seen a noticeable difference in the quality of life in his staff. “Things are a lot better now. We have significantly improved the monitoring and management of our systems. We've decreased support calls, avoided downtime and the stress associated with it,” said Smith. “With InfraWatch, we can see the storms ahead of us, and proactively avoid any lightning strikes.”

Looking ahead, Smith plans on expanding the scope of InfraWatch's monitoring and reporting coverage, improving IT service management throughout the company's remote locations.

“The decision to use InfraWatch was obvious. Cost was important, but functionality was paramount,” said Smith. “When we did our research, going with InteQ just made sense.”

