

# Case Study FUJITSU

»ManageNow is an outstanding, out-of-the-box management solution that is transforming how we monitor our data centers, providing one centralized, standardized platform that works seamlessly across the business«

Sven Schimkat, Senior Management Consultant, FUJITSU



## The customer

Fujitsu is the world's fourth largest IT company, offering a full range of technology products, solutions and services. Approximately 162,000 Fujitsu employees support customers in more than 100 countries. Since it was founded back in 1935, Fujitsu has been innovating information and communication technologies the world over.

## The challenge

At Fujitsu's data centers in Augsburg, Neckarsulm, and Neuenstadt, Germany, it had been using a range of heterogeneous tools to monitor activity across different areas. Each of these tools had different capabilities, making the seamless and transparent management of activities across servers, storage and customer teams not consistent. The data center managers wanted to find a stable, scalable solution that would reduce costs and provide a comprehensive monitoring view for the entire IT landscape of Fujitsu in Central Europe.

"The previous set up caused a real drain on resources, primarily because it required multiple license fees for each customer and a lot of duplication of effort," explains Sven Schimkat, Senior Management Consultant, Fujitsu. "We wanted to bring all operations together and standardize management monitoring tools across the data center."

The team began by calculating the existing customers' needs. Of the 1,200 systems being managed and monitored in Neuenstadt, 700 belonged to a single customer, 400 were Fujitsu internal systems and the rest were made up of a large group of small and mid-sized customers. The company realized that by migrating to the newest version of its own ManageNow monitoring platform, it could achieve its goals and address the challenges.

## The solution

ManageNow for Data Center Monitoring is a highly scalable solution for the management of heterogeneous data center IT infrastructure, providing highly-efficient out-of-the-box monitoring for Fujitsu IT products (PRIMERGY, ETERNUS, etc.) as well as for products from the main SAN and storage vendors, including Brocade, EMC and NetApp. ManageNow also supports inventory of the monitored systems including best practice threshold values to reduce customizing efforts.

## The customer

Country: Germany  
Industry: Technology  
Founded: 1935  
Employees: 162,000+  
Website: [www.fujitsu.com](http://www.fujitsu.com)



## The challenge

Fujitsu was relying on a range of bespoke monitoring tools to manage its data centers in Augsburg, Neckarsulm, and Neuenstadt all in Germany. It wanted to find a unified, standardized management solution to reduce costs and improve operations.

## The solution

The company is in the process of migrating over 3,500 systems at the three sites to Fujitsu ManageNow, a highly flexible and scalable solution for the monitoring of heterogeneous data center infrastructure.

### The benefit

- By reducing license fees and centralizing administration, the new solution has reduced monitoring costs by 50 percent
- The standardized interface, integrated with existing IT service management tools, enables the specialized monitoring team to simplify and automate the systems' management
- Five different interfaces have been transformed into one single boundary through which incident and event management and service requests can be handled centrally
- Because the licensing model is now easier to calculate, Fujitsu can offer clearer pricing to its customers
- Proactively detect, troubleshoot, and resolve issues before they impact operations and the business processes
- Plan vital maintenance windows for times most likely to minimize business impact
- Prove key performance indicators related to delivering a quality customer experience

Intuitive service dashboards provide task-focused views for various operators and operator teams. Easy to define views visualize the topology, including dependencies between monitored systems and provide root cause and impact cause analysis of events and alarms. This made it the ideal platform to support the Fujitsu data centers.

"We started the migration with 700 systems consisting mostly of our own internal resources. By running the existing management tool in tandem with the new ManageNow environment, we were able to reduce business disruption and seamlessly transition the services," continues Schimkat. "Every system is different in terms of hardware, CPU utilization, operating system characteristics and so forth but ManageNow's flexible approach made it relatively simple."

The time it took to migrate each system varied between just five minutes and half an hour, depending on its complexity and configuration. This meant that Fujitsu was able to transition 500 systems in the first six months, while still carrying out daily business operations.

### The benefit

The new management and monitoring environment is already demonstrating multiple benefits. It provides a standardized interface, integrated with existing IT service management tools, that enables the administration team to easier detect problems and react faster to incidents. This, in turn, means that incidents have less impact on the business. It has also slashed monitoring costs by half, thanks to the reduction in required licenses and less resources for daily data center operations.

### Products and services

- Fujitsu ManageNow® for Data Center Monitoring

"Beforehand, everything was bespoke with five different interfaces for different areas of operation. Now, we have one integrated pane of glass to handle incident and event management," comments Schimkat. "And because the licensing model is now much simpler, we are not only saving money but we can also offer clearer and better defined pricing to our customers. That makes it easier to make sales in the field."

The new environment is also reducing costs through a centralized administration function. Whereas, previously, there were several people spread across different teams, the new dedicated monitoring team provides a more streamlined, cost-effective approach.

"We now have one team that can react quickly to any issues and standard tools for service requests and incident handling," says Schimkat. "This makes us more agile and responsive and ensures the smooth running of our own and our customers' business."

### Conclusion

As Fujitsu continues to migrate the systems at Neckarsulm and Neuenstadt, it is already scoping out the 2,000 systems hosted at Augsburg as the next step in this journey. It hopes to have transitioned the entirety of all three data centers to ManageNow in the near future; these will then act as an example of best practice to other parts of the business around the world.

**"ManageNow is an outstanding, out-of-the-box management solution that is transforming how we monitor our data centers, providing one centralized, standardized platform that works seamlessly across the business."**

Sven Schimkat, Senior Management Consultant, FUJITSU

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