

Large Property & Casualty Insurance Company

Customer Case Study



Enterprise Management

Corporate Operations Center

Business Needs

- ◆ Develop an integrated and centralized network, system and application management operations center to reduce IT operations cost.
- ◆ Build an operations platform for all enterprise applications to enhance their ability to quickly deploy new distributed applications
- ◆ Implement a development process for building operations software for new distributed applications to help ensure reliable services.

Solution Summary

- ◆ Deployed a large-scale systems and management platform for managing thousands of NT & Unix servers.
- ◆ Developed customized management tools for managing PeopleSoft infrastructure.
- ◆ Created a streamlined and repeatable development process for adding operations features to new applications.

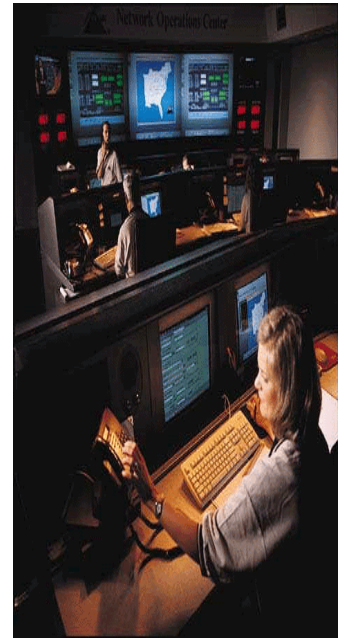
The United States' largest property and casualty insurance company in the country has over 18,000 agency offices across North America. In order to support this large base of agency offices, they have been rapidly moving to a distributed computing environment. This computing environment includes over 18,000 Microsoft Windows NT servers and over 600 Unix servers (HP & IBM) deployed across their agency offices, regional, and corporate offices.

In order to operate this extremely large IT infrastructure, they wanted to consolidate its operations into a single corporate command center. HP was the vendor of choice. This would be HP's largest deployment of a consolidated operations center. HP turned to NetSource Partners to help them deploy the operations solution.

NetSource Partners extensive experience gave HP the capability to quickly deploy the largest HP OpenView Operations systems and applications management solution they have ever undertaken. Our staff was responsible for technical design, implementation, engineering, customization, training, documentation and project planning the role-out of the management servers. We were also responsible for helping them develop an automated process for moving each of the over 18,000 NT servers onto the HP OpenView Operations platform. In addition, NetSource Partners integrated their existing network management platform (HP OpenView Network Node Manager) with it. This provided a consolidated view of the distributed enterprise.

We were also asked to define a development process to quickly build operations management capabilities for new distributed applications being deployed by them. NetSource Partners staff led a combined staff of HP and insurance company personnel in creating the necessary software to operate their applications. For example, we developed operations software, using this development process, to manage their PeopleSoft, internet infrastructure, and their e-commerce applications.

If you are facing a seemingly impossible deployment, we at NetSource Partners stand ready to help you.



"The consolidation and automation of the operations functions results in reduced operations costs and higher efficiency for IT operations staff"

Company Information

Established in 1996, NetSource Partners LLC is a privately held company that develops large scale IT Service Management (ITSM) and enterprise management solutions for fortune 1000 companies seeking high value, reasonably priced solutions. We specialize in helping clients develop ITSM processes and systems that enable them to build and operate their mission critical applications to serve their customers better. To serve our clients better, We utilize best-of-breed standards and technology to deliver the highest quality solution on time and on budget.

Our client list includes Knights of Columbus Insurance Company, AT&T, Hoffman-LaRoche, Lucent, Ford Motor Company, FedEx, Time Warner, and the U.S. Navy to name a few. Additionally, we have been a systems integration partner for Hewlett-Packard. We have been the primary consultants on some of the largest deployments of HP-Openview products here in the United States.



Contact Information

If there any questions, or if there are topics that you would like to see in this newsletter, feel free to contact us. Our contact information is below.



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