

Softcat

Softcat wanted a robust monitoring platform that would proactively identify issues and errors so that the company could react quickly and work to resolve problems before they affected service.

Overview

Softcat is a leading provider of software licensing, hardware, security and related IT services. The company employs more than 400 people and achieved a turnover of more than £300 million in 2012.

Challenge

In 2010, Softcat launched its managed services business and began building an extensive collection of services to meet customer needs. It has invested in two 24-hour network operation centers for monitoring client operations and two data centers that host the infrastructure for its entire managed services division.

As Softcat was building a completely new managed services business from the ground up, it

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Managed Services Director
Softcat

wanted a solution that would enable it to efficiently monitor client applications and infrastructure and that could scale rapidly to meet the business’s needs as it expanded.

“Our goal was to offer customers a robust monitoring platform that would proactively identify issues and errors so that our engineers could react quickly and work to resolve problems before they became service-impacting,” said Simon Walker, managed services director at Softcat.

Solution

Softcat evaluated a range of solutions and ultimately chose NetIQ® AppManager® for its high degree of flexibility.

“NetIQ AppManager was the one solution that really stood out for us,” said Simon Walker. “Its versatility and granularity meant that we could start small and grow big. We certainly did not need to use all the features from day one, but we appreciated that these could be switched on as required.”

Softcat completed the entire implementation in about three months and managed the deployment in various phases. Softcat initially used NetIQ AppManager to monitor internal systems and then progressively rolled it out to clients.



At a Glance

■ Industry

Software and Technology

■ Location

United Kingdom

■ Challenge

The organization needed a powerful monitoring platform that would preemptively identify issues and errors for its new managed service.

■ Solution

Use NetIQ AppManager to support more than 150 clients with a range of managed services, from hosted infrastructure management and virtualized cloud solutions to basic telephone support services.

■ Results

- + Introduced greater agility, which helps plan more for potential growth or contraction
- + Provided the ability to scale, which helps guarantee high levels of customer service

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“While we handled the majority of the deployment ourselves, we have relied on NetIQ for support throughout the process and beyond,” said Walker. “We are very pleased with the rapid time to value of NetIQ AppManager and the level of support that we have received from the NetIQ team—they have been excellent at responding to our queries and helping to smooth over any problems as they arise.”

Softcat is now using NetIQ AppManager to support more than 150 clients with a range of managed services, from hosted infrastructure management and virtualized cloud solutions to basic telephone support services. Softcat's client accounts range from 10 to more than 2,000 end users, with the company currently managing a total of approximately 200 servers and 80 network devices.

For Softcat, flexibility is the biggest advantage of NetIQ AppManager. The company can use the solution for a broad range of monitoring and reporting tasks and to support a multitude of client demands. Softcat can guarantee high levels of service to its clients and provide a seamless customer experience around the clock.

“Without NetIQ AppManager, we would basically be blind when it comes to monitoring our customers’ IT environments,” said Walker. “The solution gives us great visibility of our customers’ operations, and in good time. This enables us to pick up on issues as they occur, which means that we can work proactively to resolve them before service is impacted and before users are adversely affected.”

Results

NetIQ AppManager reporting and analysis tools enable Softcat to map out usage patterns and infrastructure changes over time. This gives its clients greater agility, helping them to plan more effectively for potential growth or contraction and to minimize the impact of infrastructure changes on their business.

“NetIQ AppManager is an immensely scalable product,” said Simon Walker. “So far, the solution has proved invaluable in helping us to guarantee very high levels of customer service, and we are confident that it will continue to support us in the future, as we react to changing customer demands and expand our service portfolio.”



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