DEPLOY PARTNERS

Overview

Business Challenge

- Replace aging infrastructure but retain existing functionality

- Increase capacity to effectively and efficiently support extensive company services

- Facilitate expected future growth and increasing online presence – requiring extra capacity and functionality

Solution
IBM® Business Partner* DeployPartners devised, implemented and continues to support a network management and monitoring solution based on IBM Tivoli® Netcool® suite.

# Streamlining Harvey Norman's enterprise management system

Enhancing capacity and functionality to accommodate changing technologies and future growth

Harvey Norman Holdings Ltd is a franchise-based business operating via a network of independent stores. A household name in retailing, Harvey Norman sells electrical, computers and communications, small appliances, furniture, bedding and manchester, home improvements, lighting and carpet and flooring products. There are Harvey Norman stores in Australia, New Zealand, Slovenia, Ireland, Singapore and Malaysia.

Evolving with technology

DeployPartners was engaged to update Harvey Norman's aging enterprise management infrastructure while retaining its functionality. The previous systems were reaching end-of-life and external support for them was limited. DeployPartners needed to integrate the current Harvey Norman infrastructure with the enhanced configuration of the updated enterprise management solution.

Right from the beginning, one of the biggest challenges faced by DeployPartners was organising the previous network configuration information that was stored in many different locations – including hard coded within software, on Excel spreadsheets and in network design documentation. Centralisation of all configuration information into the one location would benefit Harvey Norman by reducing the overheads associated with maintaining it. Organising the information in a single location would ensure more accurate and reliably maintained data.

IBM
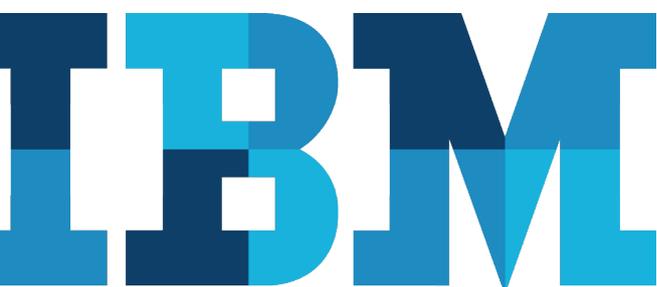
Business Benefits

- Faster response to outages

- Reduction of network downtime

- Greater and more seamless modularity

- The introduction of a stronger, more capable e-commerce platform

- More efficient management of IT resources

Once DeployPartners was able to comprehensively map out and assess Harvey Norman's infrastructure, it began the process of designing a real-time enterprise management system that would support critical applications, such as the point of sale system used by all stores across Australasia. Looking forward, Harvey Norman also required a system that could also integrate with an e-commerce site and meet customer demands in an ever-increasing digital and electronically connected world.

Greater reliability and scope

To address Harvey Norman's challenges, DeployPartners integrated Harvey Norman's previous infrastructure into the enhanced configuration of the Tivoli Netcool suite. The hub of the operational solution designed by DeployPartners is Tivoli Netcool OMNIbus – the master event repository for the fault management system. OMNibus was supported with a number of complementary solutions:

- Impact: primarily used to integrate different systems into OMNIbus to provide operators with as much information as possible.

- Probes & Ticketing: for detecting and acquiring data on network irregularities, and forwarding the data to Netcool's ObjectServer as alarms.

- WebGUI: a user interface that Harvey Norman operators use as a dashboard to identify problem areas needing fault resolution.

- The Reporter Database: holds the historical events within the Harvey Norman enterprise, allowing operations to run reports on the availability and capacity trends of those services being monitored.

Supporting sustainable growth in a digitised retail environment

DeployPartners consultants were able to facilitate a seamless transition from Harvey Norman's previous system to Netcool Omnibus with end users experiencing minimal disruption and no downtime.

Since implementation Harvey Norman has observed a number of advantages including more seamless integration of third party systems. In particular, the company has had great success adding element managers and environmental systems to the organisation's IT platform.

OMNIbus was integrated into a tool already embedded within Harvey Norman's system which 'polls' the network in order to discover fault occurrences and forward the results to Netcool, initiating ticket creation. The solution has reduced the amount of maintenance support required and allowed HNIT to respond in real-time to outages.

Solutions Components

Software

- IBM Tivoli Netcool OMNIbus

- IBM Tivoli Netcool Impact

- IBM Tivoli Netcool Probes & Ticketing

- IBM Tivoli Netcool WebGUI

- IBM Tivoli Netcool Reporter Database

IBM Business Partner

- DeployPartners

"Netcool OMNIbus has allowed us to monitor our systems more closely and to trigger critical alerts that enable Harvey Norman Information Technology support to react quickly to maintain performance when need be. HNIT plans to particularly enhance our transaction systems and are confident we can do so without any adverse effect on the overall performance of the solution".

Graeme Read
Harvey Norman Information Technology

Said Graeme Read, from Harvey Norman Information Technology (HNIT), "Netcool OMNIbus has allowed us to monitor our systems more closely and to trigger critical alerts that enable Harvey Norman Information Technology support to react quickly to maintain performance when need be. HNIT now has plans to enhance our transaction systems and are confident we can do so without any adverse effects on the overall performance of the solution."

Facilitating future business growth was a priority in DeployPartners' design phase of the project – especially in the development of an online presence. Consequently, Harvey Norman has since deployed an e-commerce site – with real-time monitoring provided by the Netcool management system.

About DeployPartners

DeployPartners is a global company specialising in sales, design, delivery, training and support of IBM Tivoli service management products and solutions to meet the specific business objectives and technology standards of your enterprise. Our seamless alignment of people and processes ensures your needs come first through the consistent delivery of outstanding solutions and great customer experiences. DeployPartners is headquartered in Sydney, with over 10 offices across Australia, New Zealand, Ireland, Singapore, the Philippines, Indonesia, Malaysia, India, USA and Japan.

About IBM Tivoli Netcool

Reduce outages, automate, gain visibility and control of your network. IBM Netcool Network Management helps CSP and enterprise data center and networking staff to discover, visualise, detect, configure, activate, integrate and remediate your network. The single solution combines IBM Tivoli Netcool/OMNIbus, IBM Tivoli Network Manager and IBM Tivoli Netcool Configuration Manager.

For further information from IBM

If you would like to speak with an IBM Sales representative please call 132 426 (in Australia) or 0800 801 800 (in New Zealand) or visit www-03.ibm.com/software/products/en/netcool-network-management

For further information from DeployPartners

Phone DeployPartners on (02) 99 400 288 in Australia or (09) 950 5123 in New Zealand, or visit www.deploypartners.com