



System Centre Essentials (SCE) 2007 Service Offering

Pygmalion Overview

Pygmalion has extensive experience with the various systems management products from Microsoft. It has implemented many projects for companies with various systems management requirements.

Pygmalion is a Microsoft Gold Partner with competencies in: -Advanced Infrastructure, Collaboration Solutions, and Learning Solutions. It is also an ISO 9001: 2001 Quality certified company

SCE 2007 Service Offering

Pygmalion is able to offer a range of services relating to SCE 2007 including general consulting, provision of technical specialist(s); delivery of a complete solution through requirements gathering, design and deployment.

Requirements, design & planning phase

- Define business and technical requirements
- Analyse and define server OS, hardware and applications specifications and requirements
- Analyse and define current strategy and management tools and processes and support model
- Define design objectives in terms of features, capacity, redundancy, supportability and expandability.
- Produce solution architecture and deployment (or upgrade) plan and recommendations for processes and training together with budget costs.

Implementation Phase

- Setup virtual team with roles and responsibilities
- Install solution as per architecture and deployment plan

SCE 2007 Overview

Essentials 2007 is a member of the System Center family of management products specifically designed for midsize businesses (up to 500 PCs and 30 Servers).

It provides a unified management solution that enables IT professionals in midsize organizations to proactively manage their IT environment with increased efficiency, providing:- desktop lifecycle management; software deployment, patch management; event & performance monitoring; asset management; and comprehensive reporting

Key Business Benefits

Unified Solution provides a single console for managing your servers, clients, hardware, software, and IT services

Replace several point solutions to give overall lower cost and simpler licensing administration

Improved productivity of support personnel through use of single and easy to use console.

Rapidly resolve complex and time-consuming infrastructure and application problems and understand the root cause with expert guidance from the built-in knowledge base.

Improve system availability /uptime by directly monitoring events, health and performance. to provide an early warning system of potential issues.

Features

Single Server Solution

Proactive monitoring and troubleshooting diagnostics for your Windows-based servers, Windows-based clients, applications and network devices

Central deployment of Patches, Updates and Software for MSI and EXE installed software packages, including third-party applications.



Service Offerings contd..

Service Offerings Continued.

Develop, stabilise and deploy

- Install and configure pilot
- Test and stabilise pilot
- Install and configure production server
- Deploy software packages and /or management packs
- Confirm that data is being captured and reports generated
- Document solution design and operations processes

Tuning and Optimisation

This service reduces the erroneous or false alerts number resulting from out-of-the-box installations. e.g. from 1,000 to 10's of alerts /day.

Application Instrumentation

Instrumentation enables organisations the deep and specific monitoring of mission critical business applications. This can be used by SCE to provide business performance metrics and SLA compliance.

Management Pack Creation

- Analyse in house or 3rd party application
- Agree critical alerts and create MP with appropriate computer group, attribute and rule group
- Add knowledge and tasks and test MP
- Provide on-going process to tune and add knowledge

Report Creation

- Create customised reports to present key performance indicators for management purposes and SLA compliance and monitoring.

Features

Hardware & software inventory with 30+ attributes collected for things like available disk space, RAM and installed applications with version number

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For comprehensive product features see Microsoft web site
<http://www.microsoft.com/systemcenter/sce/default.aspx>

Further information & Contacts

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Advanced Infrastructure Solutions
Information Worker Solutions
Learning Solutions