

“...IT has evolved from an overhead cost perspective to an enabler of essential corporate services.”



NSAi is an industry leader in designing and implementing enterprise management solutions. After years of investment in infrastructure and applications, sound business practices require more proactive diagnostic tools to better manage the information infrastructure.

While many companies have already invested in monitoring tools, these existing tools may not monitor the end-user experience, are not fully implemented, and lack root cause analysis and event correlation capabilities. Missing are trending and resource analyses, application monitoring, event automation, resource management, and other objective monitoring expectations necessary for survival in a service driven operations environment.

Best practices in enterprise management include monitoring not only for availability, but also for network and application response times, QoS, reporting and SLA attainment. Managing enterprise applications as a service and monitoring and measuring these applications to improve end user experience are critical strategic tasks.

This ability to monitor end-to-end application performance greatly enhances the ROI (Return On Investment) of the investment in enterprise management tools by allowing companies to minimize MTTR (Mean Time To Repair) and proactively improve the IT customer experience.

“Lack of visibility into the IT infrastructure represents one of the top challenges for IT management in the next three years.”

NSAi’s Enterprise Management services enable companies to gain additional ROI through:

- **IT Staff Efficiency gains** range from 17% to 77% with an increase in number of users or managed servers per IT staff member. This allows for the redeployment of existing IT staff to more strategic projects and promotes proactive management, which in turn reduces MTTR.
- **End User Productivity gains** of 20% due to reduction of IT service downtime, a decrease in network, application, and protocol response time degradation, a reduction in MTTR and an increase in proactive management.
- **Revenue gains** due to the reduction of downtime and slowly responding applications, preventing dissatisfied customers and lost business.

Successfully managing these enterprise and service provider infrastructures requires best of breed enterprise management solutions. At NSAi, we have designed and implemented enterprise management systems for clients across the globe. From small enterprise environments to national telephone companies, NSAi has helped bring order to complex and chaotic environments.

Any enterprise management project starts with an analysis of the requirements of your organization. No two organizations have the same requirements of their enterprise management system. NSAi interviews business and IT managers to develop a clear understanding of current monitoring capabilities, reporting requirements and business drivers to enhance end-to-end performance management of IT services. Using NSAi’s Project Management methodology, we will develop a project plan for client review and approval that incorporates budgetary, resource, knowledge transfer and documentation requirements.

NSAi’s certified engineers will advise on appropriate system requirements, architect and implement the management solution, develop relevant reporting metrics and train internal IT staff on the maintenance and support of the selected products.



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