

Using assyst ITOM to make informed business decisions



The Challenges

Having used assyst to manage all aspects of IT Service Management (ITSM) since 2010, Focus on Business has also used the solution for IT Operations Management (ITOM) since 2013.

Speaking of the initial installation, Sean Hywood, Managing Director of Focus on Business, said: "The installation was seamless. Very quick and efficient. The configuration of setting up the IP zones and credentials is a one-time effort that took longer than the installation of the software itself, but overall completed the main installation in under a day. The ongoing maintenance is light, with no more than 1 day per month thereafter."

But the business faced a new challenge: to monitor the Availability and Capacity of a growing number of virtualized servers in the Azure cloud, as more end users began using the assyst solution it provides. A standardized method for alerting from these platforms was paramount, and on top of this functionality, to trigger automations to handle basic administrative tasks.

The Solution

As well as making significant use of assyst's ITSM functionality across its diverse client base, Focus on Business now use assyst ITOM for Discovery, Monitoring and Business Service Monitoring (BSM). By doing so, they are able to discover all the assets across their infrastructure, which comprises local (office-based) equipment, through to virtual servers hosted in the Azure cloud.

Focus on Business also actively utilize BSM to measure and manage uptime on their services, made up from a series of 'tests' to calculate the availability and uptime of the services they offer to clients. The dashboards they produce are invaluable when reporting back to the clients on monthly SLA reports.

About Focus on Business

Based out of New Zealand, Focus on Business has been helping customers stay at the forefront of service management for 30 years. Since its early beginnings in the UK, it has provided specialist software integration and process consulting Service Management and business process improvement to customers from a wide range of industries - from Financial to Manufacturing, Education to Government and Retail to Distribution.

Focus on Business was selected as one of the 20 Most Promising IT Service Management Solution Providers of 2017 by CIO Review, recognizing its successes and efforts in simplifying Service Management for its customers using enterprise-class solutions in the service delivery ecosystem, namely the assyst Service Management suite.



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The Benefits

assyst allows Focus on Business to not only enrich data and provide management information quickly, but also deliver an overall quality service across all of the organization's business areas. Some of the key benefits realized include:

- Real-time escalations: Focus on Business has created a Bridge with xMatters that provides real-time escalations to Mobile users on SLA breaches.
- Asset discovery: Focus on Business has close to 1000 actively monitored assets. Anything it has scanned for is discovered and managed. Focus on Business has also used assyst to discover within its own office network from the server which is hosted on an Azure server.
- Shift left automation: Focus on Business has set up SMS notifications for critical events. The team manually turns off devices that are outside of SLA timeframes and continually monitor the Azure platform utilization. This will allow for the next logically step for ongoing management of the solution - automations around this space.
- Fulfillment of services and reduced costs: Within minutes, services are fulfilled by auto-directing end users to the correct resolver groups and providing knowledge articles 24/7, which in turn significantly bring down the cost and demand of Service Desk, thereby promoting self-resolution.
- Availability monitoring and capacity monitoring: Availability monitoring and capacity monitoring, coupled with the automations, has freed up the time of the administrators to focus on other pursuits.

assyst's comprehensive solution has allowed us to save time in deploying cloud infrastructure to the benefit of our customers. It's also enabled us to be more responsive to customer demands while delivering a well-managed service with a high availability of 99.999% uptime.

Sean Hywood
Focus on Business

The Future

The next steps for Focus on Business are to utilize the Endpoint management capabilities to control and deploy the assyst application for its clients. It will also look to manage it as a complete comprehensive service for both on-premise deployments and Azure cloud hosted clients.

Summary

- To monitor the Availability and Capacity of a growing number of virtualized servers in the Azure cloud, as more end users began using the assyst solution Focus on Business provides.
- Focus on Business worked with us and upgraded to the latest version of the ITOM solution.
- assyst allows Focus on Business not only to enrich data and provide management information quickly, but also deliver an overall quality service across the organization's business areas.

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

