NEXT GENERATION PROACTIVE ANALYTICS

A complete end-user focused view of the entire Workspace – in real time
IT operations continuously face a significant challenge from the wider business to not only keep pace with change but also enable innovation of the organisation’s offerings and channels to market, as well as deliver increased efficiency, reduced operational costs and fully “mobile” solutions. Underlying this challenge, IT is seeing the exponential growth in the range of applications the business is required to use and the increasing security challenges presented by the end-user Workspace.

Getronics’ continuing development of our Workspace solutions has led to the integration of analytics tools into our existing Global Service Desk operations. Now a core part of our generic Workspace offering, this enables the realisation of a truly proactive Workspace service. Analysts, such as Gartner, have identified this as a new emerging segment entitled ITOA (IT Operations Analytics) that organisations are using to address complexity, and which are set to have a major impact on IT operations management.

Getronics has extensive integration experience and has proven the true power of Proactive Analytics, which can be implemented into a client’s current Service Desk and forms part of the incident and problem management process. We offer a ‘fast start’ approach to get customers set up quickly, together with full consultancy to guide them through this process.

Getronics’ Next Generation Services help IT departments improve their end-users’ computing experience with revolutionary and real-time monitoring, analytics and visualisation from the end-user perspective. All relevant activities, events, connections, bandwidth, abnormalities and errors are continuously monitored globally. Equally, security compliance and error events are continuously collected and can be analysed by Getronics. The technology gives instant full visibility of your end-users’ experience and adds a new vantage point to Incident and Problem management teams.

The solution enables transformation and migration services to be undertaken faster and more reliably than ever before, with unmatched quality and on time, as well as on budget, delivery.

We operate these unique services on infrastructures ranging from a few hundred to hundreds of thousands of physical or virtual workspaces. This is done in real-time, with no discernible performance impact on the infrastructure and no intrusion.
ENSURING IT CAN RESPOND TO BUSINESS REQUIREMENTS

End-user centric infrastructure performance monitoring with unmatched proactive service delivery: the framework measures, in real-time, the infrastructure performance as experienced by the end-users. It enables ultra-fast diagnostics and troubleshooting of issues. Getronics proactively detects performance issues from within the end-user virtual and physical systems throughout the infrastructure, and can apply the appropriate fix often before users are impacted. In doing so, it avoids downtime, negative impacts on productivity and unnecessary service desk costs.

Security compliance beyond traditional workspace protection, addressing what has become the highest source of risk: through real-time end-user and endpoint analytics, current behaviour can be compared to previous activity and other active endpoints, thus facilitating the discovery of malicious threats. Unwanted workspace behaviour and traditional protection inefficiencies can be monitored continuously and correlated with security systems in place to provide thorough end-to-end real-time security compliance control.

IT asset cost optimisation: Getronics continuously watches the actual usage and performance of IT assets versus their cost and planned renewal cycle, and can propose cost optimisation opportunities.

Rapid IT transformation: virtualisation, migrations, mergers or business application roll-outs are all complex and impactful transformations that require an in-depth understanding of existing configurations, usage mapping, end-user centric performance and infrastructure compliance status. Getronics’ methodology drastically simplifies and shortens the planning phase aligned with the IT strategy and can track progress and end-user impact using these analytics tools. Once transformation is complete proactive analytics can greatly assist in maintaining the target configuration in an optimal state in terms of compliance, performance and cost effectiveness.

Getronics undertakes a complete 360° Performance Analysis, determining the current state of the end-user environment before commencing any transformation. This enables optimisation of that transformation, with a post implementation 360° which accurately reflects the before and after state of the end-user environment.

In summary, Getronics provides an unmatched level of visibility and control to its customers from a unique end-user centric perspective.

HOW ANALYTICS CAN BENEFIT YOUR INFRASTRUCTURE

IT Operations
- Real-time monitoring of performance and availability of your entire IT infrastructure from the end-user perspective
- Real-time notification of issues including the scope of impact across all your end-users

Service Desk
- Real-time root cause analysis and identification of other affected end-users
- Real-time investigation interface

Security
Analytics showing abnormal configurations and behavior such as:
- Access to non-corporate applications
- Bypassing security controls
- Misconfiguration of security tools

IT Projects
Determine a project’s impact before, during and after deployment including TCO and ROI, for example:
- A Microsoft Windows Migration
- Desktop Virtualisation Transformation
- Hardware and Software Deployments
RAPID DIAGNOSTICS AND TROUBLESHOOTING

The ability to quickly visualise and determine the point of failure for any issue defines where responsibility lies. This enables fast resolution and avoids the unnecessary costs of complex investigation to determine the area of fault, which is often experienced where IT functions can see no issue “in their area of responsibility” using current tools.

Some examples of the real-time, end-to-end monitoring of infrastructure performance this service delivers for end-users include:

- Business services performance monitoring as experienced by end-users
- Monitoring end-to-end to identify if the point of failure is the server, the network or the workstation
- Real-time event correlations used to rapidly identify the root cause
- Key indicators and business impact analysis.

Seamless Integration between end-to-end Monitoring Framework and ITSM Platform and Processes

The integration of analytics into Getronics’ monitoring framework and specifically with the Global ITSM platform and processes gives customers a much faster response time, as well as proactive detection of poor performance and defects, in addition to greater transparency across all IT components and their dependencies.

Getronics leverages all sources of real-time monitoring with a specific focus on the end-user perspective and productivity. Incidents and tickets can be created proactively and automatically in the Service Desk environment – using the analytics and our innovation to drive proactivity.

Direct integration of ITSM systems into the real-time monitoring and diagnostic analysis framework speeds up Service Desk resolution processes and execution by enabling agents to work with a reliable set of up-to-date information showing end-to-end performance related directly to the end user.

Integration with desktop management tools (such as Microsoft System Center) helps to speed up patching and configuration updates.
THE NEXT GENERATION ANALYTICS PLATFORM

The platform for end-user IT analytics raises the bar to new heights introducing a new modular product architecture:

**Web & Cloud**
Analyse all web applications activity (HTTP, HTTPS, internal and cloud) from browsers and all non-browser based web applications, including application web service activity. In addition, extensive privacy configuration options are available to discard specific data or make it available only to specific roles.

**Security**
The tools analyse every application / binary execution and associated network connection on and from the endpoints to help IT departments detect non-compliant usage and unusual activity.

**VDI Transformation**
Continuous VDI-centric analysis of your client computing infrastructure helps you select, plan, deploy and optimise your VDI infrastructure over time to provide your end-users the best quality of service and support.

The Next Generation Analytics Platform is supported by a scalable product architecture that fits small, medium and large organisations. For instance, the French Ministry of Defense relies on the platform to provide real-time IT analytics across more than 250,000 end-users making it possible to deliver high quality IT governance, risk management, and compliance.

Designed to simplify operations, ensure scaling and allow a rapid deployment, the system is composed of five main software components: Collector, Engine, Finder, Portal and Library in the cloud.

**Collector**
Next Gen Collector is an ultra-light driver-based technology to capture activity information, network connections and web requests transparently and in real-time from every user device. It is based on a patented technology offering remote and automated silent installations with a very low performance impact on local desktops (less than 0.015% CPU usage, 500k bytes memory) while minimising network traffic (between 0.1 and 0.3 kbps). It collects data for Windows, VDI, Mac and hosted and streamed applications (Microsoft, VMware and Citrix).

Works with: Windows XP, Vista, 7, 8, 8.1; Windows 2003/2008/2012/2012 R2 Server (XenApp / RDS); OSX.
Engine
Next Gen Engine is a high-performance analytics software capable of processing millions of endpoint activities in seconds. Events sent in real time by Collectors populate the Engine with activity data, furnishing a rich repository of historical and live IT infrastructure usage data from the end-user perspective. The Engine leverages an in-memory computing database for rapid queries and flexible dashboards.

Finder & Portal
Next Gen Finder can run investigations across millions of endpoints and events in less than a second. The award-winning, patented real-time visualisation provides heat maps, topology maps, and historical event timelines. The Portal offers a unique blend of long-running trend data and real-time data analytics, which allows for turnkey and custom reporting from a web browser.

Library
Next Gen uses a knowledge database library in the cloud that gives access to theme-based files that provide a large set of ready-to-use predefined investigations, reports, templates, dashboards and application information accessible directly.

The benefits of Getronics' approach to Next Generation Proactive Analytics Services are obvious and compelling:

- Reduce the operational cost and burden of the Service Desk
- 60% faster identification and resolution of issues that impact user productivity or security
- Reduce the number of Incidents raised by users by up to 30%
- User centric rather than device centric support
- Transition from a Reactive Service to a Proactive, Preemptive Service
- Discover security issues within seconds, not weeks
- Easy and simple to deploy... with results becoming apparent virtually instantly using experienced agents. A marked impact can be seen within 3 months, with steady improvement after a 6 month period

Contact us today to find out more: www.getronics.com

ABOUT GETRONICS
The Getronics family, comprising the Connectis and Getronics brands, has a complete portfolio of integrated ICT services for the large enterprise and public sector markets. This includes Workspace, Applications, Unified Communications, Data Centre, Cloud, Consulting, Partner Technology, Managed Services and Security. www.getronics.com

Getronics is a lead in the Global Workspace Alliance, a unique model that provides customers with a consistent IT service throughout the world, with one single point of contact and billing entity. www.workspacealliance.com