



Interoperability by Design at Microsoft Partner Solution Case Study



Customer: Engyro

Web Site: www.engyro.com

Country or Region: United States

Industry: Professional services–IT services

Customer Profile

Engyro makes connectors that allow Microsoft® System Center Operations Manager 2007 to share and synchronize information with non-Microsoft enterprise management systems.

Software and Services

- Microsoft Server Product Portfolio
 - Microsoft System Center Operations Manager 2007

For more information about the Interop Vendor Alliance, please visit

www.interopvendoralliance.org

For more information about other Microsoft customer successes, please visit:

www.microsoft.com/casestudies



Software Interoperability Increases System Availability and Reduces Costs

“Using our connectors, customers can integrate their existing management tools to Operations Manager 2007, so these systems can talk to one another.”

Jim Dennedy, President, Engyro

Many businesses use multiple management systems to manage applications. This has led to nonintegrated management data and poor visibility into system health. Engyro, a Microsoft subsidiary, uses Microsoft® System Center Operations Manager 2007 to help customers connect these diverse management systems. Engyro’s products help increase system uptime, reduce costs, and improve application health through better analysis and decision-making.

Business Needs

Over time, through growth and acquisitions, many companies acquire a heterogeneous collection of technology products and multiple systems for managing them—for example, Tivoli tools for managing IBM systems, OpenView tools for managing HP systems, and BMC Remedy Helpdesk for managing helpdesk tickets. These solution and support team silos are obstacles to tracing root causes of problems, can reduce availability of key business systems, and can make it difficult to comply with auditing requirements. However, companies want to take full advantage of their investments and figure out ways to share data between incompatible management systems.

“Specialized management tools focused on individual technologies do not share event data well enough to permit cross-platform problem analysis,” says Jim Dennedy, President of Engyro, a Microsoft subsidiary based in Cincinnati, Ohio. “When something fails, organizations end up with 10 people in a room spending hours on end pointing fingers at each other trying to identify the root cause of the outage.”

An event is anything that adversely impacts system health. This can be an operating system failure, or problems with disks, memory, processors, or the network. An event can be merely informational or can

Interoperability by design.
Connecting people, data, and diverse systems.

Microsoft

alert the staff to a problem. Event management systems are software tools used to monitor and manage these events.

Instead of creating new solutions for the business, many IT departments spend the majority of their time monitoring existing systems and resolving routine event management problems using a mix of management tools. "Companies often focus their most valuable IT resources on mundane system monitoring issues rather than on moving the business forward," Dennedy says. Using multiple management tools to track problems also slows problem resolution and negatively impacts the availability of key business systems.

Solution

Engyro started in 1996 as an HP and IBM systems management vendor. In 2002, the company worked with Microsoft to create interoperability connectors between HP and IBM management tools and Microsoft® Operations Manager 2000, the first systems management product from Microsoft. The connectors were popular with enterprise customers, which incorporated them into their global production environments.

In 2004, Microsoft asked Engyro to create similar connectors for Microsoft Operations Manager 2005. In 2007, Microsoft acquired Engyro. As a wholly owned subsidiary, Engyro continues to provide connectors for Microsoft System Center Operations Manager 2007, which customers use to share event data between Operations Manager 2007 and other enterprise management systems.

Engyro is an active member of the Interop Vendor Alliance (IVA), a community of software and hardware vendors working together to enhance interoperability with

Microsoft systems. "Our participation in IVA has been extremely helpful to our company," Dennedy says. "We have used it to find partners working on similar initiatives and to establish relationships that expand our business and our partners' offerings."

"Microsoft continues to add new functionality to [System Center] Operations Manager 2007, which makes it a very compelling solution and creates a platform that is easy to extend," Dennedy says. "However, sometimes customers need to integrate Operations Manager 2007 with their other systems management tools. Using our connectors, customers can integrate their existing management tools to Operations Manager 2007, so these systems can talk to one another."

One global investment bank uses Engyro connectors to integrate its Microsoft-managed Windows®-based systems with its HP OpenView®-based central management solution, to maximize availability across global systems. A Fortune 500 consultancy uses Engyro connectors to integrate its Microsoft-managed Active Directory® domain with OpenView, and support failover to a disaster-recovery site in the United Kingdom.

Benefits

Enterprises use Engyro connectors to link System Center Operations Manager 2007 with non-Microsoft enterprise management systems to increase availability, reduce management costs, and improve visibility into system health.

- **Faster problem resolution for increased availability.** By connecting System Center Operations Manager 2007 with other management systems, Engyro customers can identify and resolve problems sooner,

which increases system availability. "Customers can integrate and synchronize events between management systems, which helps them discover the root cause of a problem faster," Dennedy says. "They can see what failed and in what order, reducing the time it takes to trace issues and restore systems to working order."

- **Reduced costs.** By optimizing the interoperability of System Center Operations Manager 2007, Engyro connectors can reduce the time it takes to resolve problems, which reduces the IT resources involved. Companies are also relieved of the need to build their own connectors, which could take months and leave the company with an ongoing software maintenance burden.

"When HP or IBM release changes to their management tools, your staff has to modify its connector code and retest it," Dennedy says. "A vendor-supported solution from Engyro eliminates the need for IT operations to also be software developers, so they can focus on their core business."

- **Improved visibility into system health.** Using Engyro connectors, organizations are able to increase visibility into enterprise health. "Our customers are able to gain more visibility from cross-platform analysis. The result is overall improved enterprise health through better analysis and decision-making," Dennedy says.

"We believe that Operations Manager 2007 is the best tool for managing a variety of systems and applications, and we've given customers a way to connect Operations Manager 2007 with other enterprise management systems," Dennedy concludes.