



Customer Success Story

AppManager
AppManager Module Builder
Analysis Center

bluesource

To increase the value of its managed services offering, bluesource needed a way to easily and regularly examine application performance on complex client systems. NetIQ enables bluesource to deliver comprehensive and timely client-system monitoring and reporting, and even to enhance its managed services to meet the demands of the most complex and critical messaging environments.

Overview

bluesource is a global information management company that mobilizes the right people, skills and technologies to manage and support some of the world's most complex messaging environments, enabling IT teams to focus on more valuable project work.

Challenge

With a proven track record of aligning communication, messaging and collaboration technologies, bluesource is a world leader in mail messaging solutions. The company assists more than 400 clients, including Standard Bank, the World Wildlife Fund, Savills, the UK Conservative Party, and the UK Premier League soccer team: Tottenham Hotspur FC.

Five years ago, bluesource identified its clients' growing need for a managed service

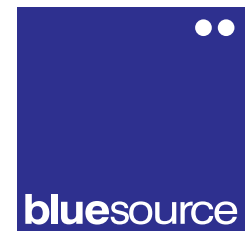
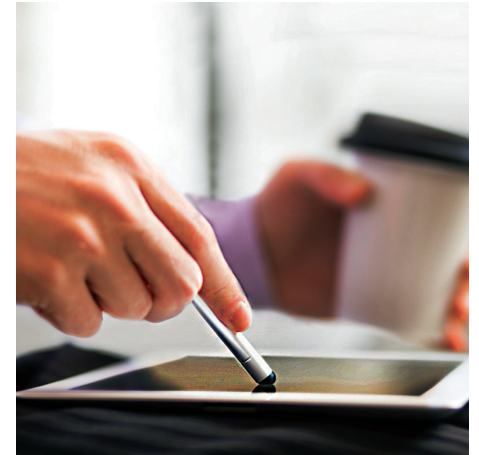
offering that could assume responsibility for the daily management of a messaging environment. bluesource has built its business through strategic technology partnerships and thus forged a strong relationship with NetIQ to build the foundations.

Solution

Working with NetIQ, bluesource deployed NetIQ® AppManager® into clients' infrastructures wherever they sat—including company data centers and public and private clouds. NetIQ AppManager enables bluesource to monitor and report on messaging applications' performance and remotely diagnose and analyze issues and problems.

With NetIQ AppManager, bluesource has been able to assure clients' technical directors and teams that it has full visibility into their messaging environments and can take control of day-to-day management. IT staff who were overloaded with routine reporting and management tasks can now focus their time on more strategic projects.

bluesource also took advantage of NetIQ AppManager Module Builder, which enabled it to tailor its solution to monitor the performance and operation of clients' Symantec Enterprise Vault deployments. And the company uses additional NetIQ AppManager features to automate the way systems share and process information. For example, its customer



At a Glance

■ Industry

Software & Technology

■ Location

United States

■ Challenge

The organization's clients needed a managed service offering that could assume responsibility for the daily management of a messaging environment.

■ Solution

Use AppManager to monitor and report on messaging applications' performance and remotely diagnose and analyze issues and problems.

■ Results

- + Granted the ability to tailor reporting to different audiences
- + Provided customizable monitoring and reporting systems

“Being able to develop our own tools is key. NetIQ AppManager Module Builder allows us to create unique advantages for our customers in how we can spot and analyze issues much faster and with more useful detail.”

TIM GRIEVESON

Chief Information Officer
bluesource

“Over the last year and a half, we have spent a lot of time working with NetIQ on how we could further leverage their technology within our business and to serve our customers. The result is a completely reshaped and refreshed managed service offering that sets the highest possible standard for systems monitoring and reporting.”

TIM GRIEVESON

Chief Information Officer
bluesource

www.netiq.com

relationship management and help-desk tools now integrate data that NetIQ AppManager gathers. And when bluesource resolves and closes an incident, NetIQ AppManager automatically captures and stores the details.

Results

With NetIQ AppManager Analysis Center, bluesource fully understands clients' system performance. The bluesource team can pinpoint key issues, such as capacity problems, and do trend analysis to forecast the need for extra capacity or other systems improvements. NetIQ AppManager Analysis Center also integrates with SQL Reporting Services, enabling bluesource to tailor reporting to different audiences.

Plus, by customizing the monitoring and reporting systems, bluesource delivers an even more competitive managed service. In particular, NetIQ AppManager Module Builder enables the company to apply its specialist knowledge to develop specific monitoring tools for Enterprise Vault.

CIO Tim Grieveson explains: “What I like about what we are now able to do is that we don't provide ‘so what’ reports to our customers. We're able to provide meaningful information that can be applied to make critical decisions. For the technical director, there is a summary of exactly

what they need to know: namely, the health of their system and recommendations for improvement. Supporting details are available to the rest of technical team who can dive deep into the findings and make the changes specified.”

While deploying the new monitoring and reporting solution, bluesource also consolidated its engineering teams into a single Service Management Center for greater cross-pollination of skills and abilities. The company has begun migrating customers to the new infrastructure, and the benefits have been immediate. For example, the World Wildlife Fund charity (WWF-UK) has already realized greater interaction with rural locations, a reduction in its carbon footprint, an increase in user adoption rates and more smoothly run charitable projects. bluesource's center in London uses NetIQ AppManager to provide round-the-clock remote monitoring of WWF-UK's infrastructure and rapidly resolve problems.

Grieveson sums up the results: “Over the last year and a half, we have spent a lot of time working with NetIQ on how we could further leverage their technology within our business and to serve our customers. The result is a completely reshaped and refreshed managed service offering that sets the highest possible standard for systems monitoring and reporting.”



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