

MET Deploys MAX To Enjoy Faster Speed-To-Market For Its Managed Services

Introduction

Managed Enterprise Technologies (MET) is one of the fastest growing IT Managed Service companies in the United Kingdom. Innovation and strong customer focus set the company apart from the competition.

MET has developed a support model that can provide an exceptionally high level of user assistance. This is made possible by using advanced technologies, as well as best support practices. Its combination of proactive 24-hour performance monitoring of all networked systems plus the adoption of server, desktop and network management tools help to deliver an unrivalled support service.

Enter MAX

The platform that MET has used to deliver 24x7 proactive managed services to its customers is MAX Infrastructure Management Suite. MAX is deployed at MET's central site, which in turn replicates from five remote sites where MAXOnsites have been installed. The solutions manage and monitor MET's and its customers' IT infrastructure. They offer MET global views of its customers' networks, allowing MET to respond proactively to its customers' demands.

MAX's ease of use and deployment shortens MET's service delivery cycle, allowing the latter to quickly deploy its services quickly and in a cost-effective manner.

Said Iain Hodgkinson, Technical Director for MET, "Incorporating MAX gives us a stronger technical product in which we can market additional benefits and chargeable services such as NT, and application performance monitoring and consultation. We see this as a major growth area of the business."

"While our previous solution performs some of the features of MAX, it is not Web-based nor does it have the snap-ins to monitor NT server usage or server applications such as Exchange or SQL. We also found the statistics that MAX pulls off routers are of a much higher quality, which in turn can be used to value-add to our offerings to our customers."

"We can monitor bandwidth usage and provide management data on the capacity of the network, advise on the needs to upgrade circuits or implement bandwidth management products such as Packeteer's," added Paul Freeman, Managing Director for MET. "We are also able to respond quickly to downtime through the alerts we get from MAX in the event that a link should go down or a router/switch server fails."

According to Freeman, MAX has demonstrated its ability to integrate seamlessly with other solutions. Fully optimizing MAX, he added that MET has plans to integrate the solution to its helpdesk and Web-based management product called *e-manage* in the near future. E-manage dynamically publishes all the information gathered from its call desk, as well as monitoring and management systems—thus providing a significant impact on improving customer knowledge of their user, systems and networks activity.

Key Benefits

- Multi-site deployment and secure data replication between central and remote sites
- Ease of use and simplified configuration that help save implementation time and avoid unnecessary running cost
- Shortened implementation time where the solutions are up and running within a month



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