



TOWER Australia's MAX™ Makeover

Introduction

TOWER Australia Limited is an innovative and competitive provider of risk, superannuation and retirement solutions to the Australian market. It is part of the TOWER Group, a diverse financial services organization that operates throughout the South Pacific region.

TOWER delivers information and products to its adviser networks, which help customers make decisions tailor-fitted for them. It provides specialist information, products and services that are consistently acknowledged for their quality and customer relevance.

TOWER's Challenge

Adam Simpson, Services & Technology Manager for Tower Australia Ltd, said, "We needed to be able to provide monitoring (performance measuring and fault finding) across a range of networks, servers, databases, applications and devices, as well as detailed performance analysis and reporting. We were keen to find an integrated package to do the job."

Enter Equator One's MAX™

Mr. Simpson added, "We had no single view of our enterprise network or network devices. We also had large overhead in maintaining our systems because we were using a lot of different utilities to manage the network."

TOWER Australia has recently deployed MAX™ Infrastructure Management Suite to allow them to intelligently manage and monitor the performance of their enterprise infrastructure. What impressed Mr. Simpson most about MAX was "its ease of use, and the fact that it was not intrusive. With MAX we did not have to install any agents on the servers. This was very important for us, as we wanted to limit processing overhead on the servers and involvement of the IT administration staff."

Key Benefits

Mr. Simpson lists the main strengths of MAX:

- **Web-based Access.** "Web based access to anyone who needs it so there is no need to install additional clients."
- **Integrated Reports.** "Reporting alerts are built in with no need to pay extra for additional modules, a single package does it all. The package is flexible and allows the users to create reports to particular specifications defined and requested by departments or geographical locations."
- **Affordable All-In-One Solution.** "The product did everything we were looking for and the price was extremely attractive."
- **Ease of Use.** "Set up and discovery was easy. We spent some time determining exactly what our reporting needs actually were. This really helped us further down the track."

TOWER MAXimized

"We have been able to reduce our management servers from 4 down to 1. Our IT administrators are trained on only one tool now, with one point of reference to check and a single view. This has allowed us [TOWER] to reduce our training costs and the single view gives us the ability to capacity-plan across the entire enterprise for things like running out of disk space."

Asked whether any personal benefits have been achieved from using MAX, Mr. Simpson replied, "Absolutely. I have just completed the IT projections and budgeting in a quarter of the time it used to take me. All the information I needed was at my fingertips with MAX."

"I'm so impressed with MAX that I am now in the process of deploying it into other Tower companies."

Adam Simpson

Services and Technology Manager
TOWER Australia Limited



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