



HOW IS YOUR IT LANDSCAPE PERFORMING?

A KEY QUESTION AS ENTERPRISE APPLICATIONS BECOME THE CORNERSTONE OF MODERN BUSINESS

Simon Bradshaw, Managing Executive - Cloud Innovation & Projects at UCS Solutions, talks about UCS Solutions' Enterprise Monitoring Service (EMS).

As enterprise applications are fast forming the cornerstone of a businesses' competitive advantage in today's fast-paced and technology-driven world, organisations really need to examine the effectiveness of their EMS. For us at UCS Solutions it is imperative that we give our customers the assurance that their underlying enterprise applications are performing optimally and are available to end-users.

To achieve this we constantly work to assist businesses to proactively identify enterprise application service component failures and utilisation concerns, while simultaneously offering customers real-time business application service dashboards and in-depth capacity reporting. The dashboards we develop are dynamic and targeted to provide users with different views so they see only what is relevant to them. By doing so we enable businesses to move from a reactive to a proactive model, giving them the ability to understand their environment in real time.

We do this because it gives them the ability to move from a scenario of only being aware of a problem once flagged by an irate user, for example, to one where they can understand the components that make up the service. By tracking all the moving parts in the system you will know very quickly where problems may lie and how to fix them.

Apart from having a single plane of information that empowers the customer to manage their environment, this also provides insights to customers as well as a better understanding of their landscape and its performance. This single view of the landscape means you are able to view how each separate component performs and how each performs together.

By tracking the user experience we are able to set up a baseline of steps that make up a process or service, and this can be used to set a threshold so that problems can be highlighted and solved before they become issues. It is about being proactive and it creates transparency, giving our customer an independent view of their business.

The UCS EMS product, which was built by us, has been designed to complement our existing managed services. I urge you to carefully consider how your IT landscape is performing; from availability, capacity and forecasts around capacity, to longer term issues such as when investments need to be made around the demands of your business. Being able to effectively monitor and manage your IT infrastructure, you are able to fully optimise your IT service delivery – a key factor in today's environment.

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