BUSINESS CHALLENGE
Companies are spending a substantial and growing amount of money on their IT infrastructure to manage the wealth of data that they collect about their customers, their products, and their operations. Supporting these vast data resources, IT organizations have assembled hundreds if not thousands of applications, all running on hundreds of storage, server, and networking platforms. This extreme heterogeneous operating environment limits IT’s ability to monitor, plan, and diagnose the health of their operations. Challenges include:

• Inconsistency in the levels of detail available in the data to support decision-making
• Lack of visibility into key operational metrics and key performance indicators across the IT enterprise
• Substantial manual effort is required to assemble the data from these different systems
• Root-cause analysis of problems is manually intensive and late
• Trending and forecasting of future IT operational requirements is imprecise
• It is difficult to support changes in the business (e.g., introducing new products, launching a new website)

SERVICE DESCRIPTION
The EMC® Infrastructure Intelligence Service is a pre-packaged service that implements a data warehouse and business intelligence platform that provides reporting, dashboards, analytics, and alerting across a heterogeneous storage, server, application, and networking IT environment. Using a pre-wired business intelligence environment built with Microsoft SQL Server and Microsoft PerformancePoint Server, EMC consultants integrate data from these different devices to create a data warehouse with a holistic view across the IT operations. From this data warehouse, special-purpose multi-dimensional cubes are created to analyze performance and capacity utilization, triage performance problems, and calculate future capacity requirements given changes in the business. Robust trend analysis and forecasting capabilities measure actual performance against business goals, and alert users when performance is outside boundaries.
The features of the system put in place by EMC Consulting include:

- Pre-packaged reports, dashboards and alerts to speed implementation and time-to-value.
- Goals that can be configured for each KPI including fixed values, a range of values, or a formula which enables a goal to automatically change as actual performance changes.
- Business users can create custom KPIs, set different alerting thresholds, and then display red/yellow/green performance indicators on their dashboard.
- Trend analyses that displays KPIs in relation to recent performance—for example, a yellow KPI with a current trend of up might represent a non-issue event. Conversely, a green KPI that has been trending down for several weeks might indicate a potential problem, and trigger proactive actions to address it.
- Data that is presented in a Microsoft SharePoint Server-based management dashboard which provides the ability to identify issues, drill down into the problem to ascertain a root cause, and spot trends.
- “What if” analysis that enables users to determine the relationship between an array of interdependent variables.
- Reports that can be scheduled for automated delivery.
- Configurable alerts distribution that can notify users of performance or capacity issues via phone, page, or e-mail.
- A “Discovery Blueprint” implementation methodology that leverages proven data warehousing and business intelligence methodologies to speed time-to-value while reducing implementation risk.

**SUMMARY OF BENEFITS**

Implementing EMC Infrastructure Intelligence improves decision making by providing visibility into the performance of the IT infrastructure that runs the business. IT staff can proactively identify and address issues prior to them becoming operational problems, thereby increasing customer satisfaction. IT management can monitor the overall health of their heterogeneous IT environment to allocate and/or acquire additional capacity in response to changes in the business. Outage notifications can be received immediately, and staff can make faster decisions based on accurate, up-to-date information to resolve potential customer issues before they become problems.

Productivity is increased as the system eliminates time wasted manually transforming, aggregating, and cleaning data that is incomplete, of poor quality, not timely, and inconsistently defined. The time spent compiling reports is reduced, providing more time for analysis of the data. Data is distributed online, enabling multiple groups to easily view it and collaborate to proactively solve issues.

**EMC CONSULTING**

As part of EMC Corporation, the world’s leading developer and provider of information infrastructure technology and solutions, EMC Consulting provides strategic guidance and technology expertise to help organizations exploit information to its maximum potential. With worldwide expertise across organizations’ businesses, applications, and infrastructures, as well as deep industry understanding, EMC Consulting guides and delivers revolutionary thinking to help clients realize their ambitions in an information economy. EMC Consulting drives execution for its clients, including more than half of the Global Fortune 500 companies, to transform information into actionable strategies and tangible business results.