

Company: Scandinavian IT Group

Web Address: www.scandinavianit.com

Industry: Transportation

Location: Copenhagen, Denmark

Company Overview: Scandinavian IT Group is one of Scandinavia's largest IT companies with more than 1,300 employees and a turnover of around DKK 2,000 million.

Scandinavian IT Group is a wholly-owned subsidiary of Scandinavian Airlines System (SAS), and is specialized in the development, maintenance, integration and operation of IT solutions for the International airline industry, as well as for other service-oriented businesses.

Scandinavian IT Group's product portfolio is divided into Airline Business Solutions, Enterprise Solutions, Infrastructure Management Solutions and Consulting Services. The company offers end-to-end solutions within each area, including business analysis, development, operation and support.

From its solid technological foundation, Scandinavian IT Group has installed and currently maintains 26,000 workstations and also monitors 236 local networks around the world. Scandinavian IT Group is also responsible for the 4.3 billion transactions in Scandinavian Airlines' global communication network and operates more than 600 applications for its customers on both centralized and decentralized platforms.



Scandinavian IT Group: A Case Study

Background

The weak economic situation and reduced IT budgets have made it more important than ever for companies to make the most of their IT investments. It is vital that all resources are utilized cost-effectively.

By examining its capacity requirements and optimizing the use of existing equipment, Scandinavian IT Group will save both time and money.

Technology

The air and transport industry is highly complex and there are very strict demands with regard to the functionality, accuracy and operating assurance of all technical systems. The systems operate 24 hours a day, 365 days a year. A stoppage could have disastrous consequences.

Scandinavian IT Group handles 600 applications and deals with around one thousand servers and a number of mainframe systems with different operating systems and platforms. Over a three-year period, the number of UNIX and Windows-based servers

“We have made a strategic decision to use TeamQuest View on the largest UNIX- and Windows-based servers, one of the main areas in which it can help us to save money,” says Christian G. Jacobsen.

has trebled and they are being constantly updated. Control of capacity requirements is vital. TeamQuest® Performance Software has been a vital tool for Scandinavian IT Group for more than six years.

“For companies with a large, complex IT infrastructure it is necessary to find good tools that can deal with capacity and

performance monitoring. TeamQuest is the perfect solution for us. As we have a varying IT environment, with different operating systems, it is a major advantage that TeamQuest is platform-independent, otherwise we would have needed three or four different programs,” states Christian G. Jacobsen, UNIX/NT Performance Analyst at Scandinavian IT Group.

Development

Scandinavian IT Group began by using TeamQuest View for a small number of Unisys mainframes but they rapidly saw the advantages of the software and today it is also run on some 350 UNIX- and Windows-based servers.

The software is used mainly for capacity monitoring of the SAS central website, www.scandinavian.net, which includes web servers, application servers and databases.

However, TeamQuest's software is also used to provide server capacity data for monthly reports. With the aid of statistics from TeamQuest, the capacity analysts at Scandinavian IT Group can provide advice and recommendations regarding future investments. Risk factors and bottlenecks are clearly highlighted, facilitating the task of short-term and long-term planning.

"With TeamQuest we reduce our costs considerably. By making full use of capacity on, for example, the UNIX servers, which are very expensive, we can reduce our hardware investment costs," says Christian G. Jacobsen.

"A key word for us today is consolidation. This is something we do on a large scale to secure maximum performance of our systems. Follow-up is important and TeamQuest's products provide us with the prerequisites for maintaining 100% control over all the systems," says Christian G. Jacobsen.

Use

Another area in which the software helps to reduce costs is in error location. Scandinavian IT Group has a number of licenses installed on various smaller systems should performance problems arise.

"As the information from TeamQuest is extremely detailed it is easy to detect and solve problems, which also saves money," says Christian G. Jacobsen.

Standardization and consolidation of systems is an important part of Scandinavian IT Group's strategy.

Co-operation

The first contact between Scandinavian IT Group and TeamQuest took place almost a decade ago. Flexibility and a close relationship are important reasons for this long collaboration.

Scandinavian IT Group is a major purchaser, which makes strict demands on its suppliers. Efficient support is a basic criterion, which TeamQuest has more than satisfied. However, co-operation also takes place on a deeper level. Together with Scandinavian IT Group, TeamQuest has developed new functions where needs have emerged.

"We are extremely satisfied with our co-operation with TeamQuest. Not only in the daily handling of support problems, where we always receive effective help, but also in strategic development matters, where TeamQuest is a key partner," says Christian G. Jacobsen.

About TeamQuest Corporation

TeamQuest Corporation is the global leader in IT Service Optimization (ITSO), specializing in Capacity Management software. TeamQuest helps IT organizations consistently meet service levels while minimizing costs and mitigating risks. By combining performance data and business metrics, TeamQuest software enables IT organizations to provide accurate, objective information as input to critical business decisions. Companies around the world trust TeamQuest software to help them proactively improve service delivery and support best practices.

For more information, visit www.teamquest.com or call 1-641-357-2700.

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