



German Global  
Consulting Company  
Case Study

## Industry

Consulting

## Environment

BlackBerry Enterprise Server, Microsoft, UNIX, Linux.

## Situation

With over 400 servers, 4500 BlackBerry users and 6000 employees in 60 offices in more than 30 countries, the company needed a solution that would keep important systems up and running globally, without increasing IT resources.

## Organization Profile

This large global strategic consulting company hosts some of their worldwide applications in their data centre in Germany. The European IT Infrastructure team is responsible for integrating all new applications in this data center.

## Solution

Mobile Admin is installed on the IT administrators' handheld devices, lowering network downtime costs and increasing flexibility.

## Results

The company has reduced downtime from hours to seconds, and increased flexibility for IT administrators.

## Overview

A large global strategic consulting company hosts some of their worldwide applications in the European data centre located in Germany. The European IT Infrastructure team is responsible for integrating all new applications in this data center.

## The Challenge

The IT Infrastructure team responsible for the data center is relied upon to provide 24/7 support to 6000 employees while maintaining the applications used by the general public. For the team, that means supporting over 400 servers and 4500 BlackBerry users located in more than 60 offices and 30 countries. "As the company was introducing more and more application to be used worldwide, it became more and more difficult to provide on-call support," said one of the company's IT specialists.

## The Solution

In early 2006, this large company began investigating remote management systems that would work in their IT environment to maintain their Linux, UNIX and Microsoft servers. They learned about Mobile Admin at a BlackBerry conference and downloaded a free trial from the Rove website. The benefits became clear almost immediately, when they discovered the solution could seamlessly integrate with the BlackBerry Enterprise Server.

40% of all the company's servers are now managed by Mobile Admin. "We have made sure that all of our critical servers are now managed by Mobile Admin. There is a reassurance that if any issues arise, they can be fixed with Mobile Admin."

Before Mobile Admin, when a server failed, the IT administrators would have to either rush back to the office, or find a place to dial in to perform

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administration tasks. The IT team relied on broadband connection to solve issues, causing their response time to be much slower. It was quite common to take hours to solve an issue. Commutes to work could also be lengthy.

## Reducing Application Crashes

“Mobile Admin keeps the applications running.” said the IT specialist. “Any application crash means that our consultants and clients would have no access to their applications and online information from our company. Because we are a global organization, our websites and applications are providing an essential service to our consultants and customers. We need our servers and our applications up and running 100% of the time. Mobile Admin helps us do that.”

## 70% of Tasks done with Mobile Admin

“70% of my tasks, including troubleshooting IIS, viewing event logs and resetting passwords can be done with Mobile Admin,” added the IT specialist. “Every time I am not in front of my PC or not at home, I am confident I can use Mobile Admin.”

## Decrease in Network Downtime

“It’s not only better service for our users, but Mobile Admin has also decreased our network downtime costs by increasing our response times,” the IT specialist continued. “While at a restaurant with my boss, I was sent an alert to my BlackBerry handheld. Because of my remote capabilities with Mobile Admin, I was able to restart the application before anyone knew there was a problem. The boss was very impressed. In this one occasion, Mobile Admin proved priceless. It has really decreased the response times of our entire team.”