



Run more efficiently and
boost your bottom line with a
gen-E Health Check

**Make sure your investment in your IBM
Systems Middleware environment is
delivering the highest return possible.**



**gen-E-the leading service assurance company
and premier IBM Systems Middleware
reseller - provides network and IT operations
insight, control and optimization for service
providers and companies with large complex
networks requiring continuous network
availability and improved efficiency.**

During our proprietary Health Check, our industry standards and best practices expert consultants will examine your current system, help you determine your goals and objectives against industry best practices and create a road map that will bridge the gap between where you are and where you should be. As an IBM Premier Partner with the highest number of IBM AAA accreditations and IBM Tivoli certifications in the competitive field, as well as a contributing member of the TMForum, gen-E is uniquely qualified to service clients across North America, EMEA, and Asia.

Get Started Today

If you aren't sure whether you are getting optimal performance from your IBM Systems Middleware investment, one of our certified consultants can help make sure your systems are running at peak performance during our proprietary 3-Step Health Check.

Step One: We'll help you analyze and document the current state of the IT or network operations tools, processes, policies and procedures.

Step Two: We'll work with you to identify the ideal state of people, processes and tools related to your IT or network operations environment given your overall company's goals and objectives leveraging industry best practices and our 35+ years' experience.

Step Three: We'll create a map to help bridge the gap between your current state and desired state.

Getting out of Fire Fighting Mode

The digitalization of business combined with recent years' service provider merger mania and recession-busting growth in enterprise has put increased pressure on the IT and network operations center (NOC) staff to improve quality of service while rolling out more complex services. But large NOCs and Data Centers are inherently complicated and there can be resistance to spending the time and resources needed to improve the health and performance. This can lead to a cycle of inefficiencies and constant firefighting by IT and Network Operations staff.

Setting out on a path – and staying the course – toward improving Network and IT Operations performance and efficiency can be achieved with the right partner on your side. Seeking out a third party consultant with deep domain expertise in service assurance can save you hours of internal resource time. As a neutral party, gen-E helps open communications across organizational silos.

gen-E Health Check Provides Tangible Benefits

gen-E's Health Check evaluates your current infrastructure based on data collected from systems and stakeholders and then identifies the optimum state for your organization based on goals, requirements, and industry best practices. Providing you with a detailed road map for improvement, the gen-E Health Check captures the steps required to transition from the current state of operations to an, optimal state. The gen-E Health Check improves areas such as:

**Systems Architecture • IBM Systems Middleware Component Functionality
OSS, BSS and 3rd Party application Integrations • Operational Processes and Procedures**

Health Check Benefits:

- 1. Documented analysis:** A thorough analysis and documentation of the monitoring infrastructure's current processes, systems and tools provides an unofficial audit of your inventory of entitlements, and pinpoints breakdowns in efficiency.
- 2. Optimized results:** By referencing industry best practices and blending those with your industry and company nuances, you will have a detailed recommendation and time frame for how and when to achieve the desired and optimal state for your monitoring infrastructure.
- 3. Road map to success:** You will have a comprehensive set of attainable steps to help you meet your business and technical requirements, goals and KPI's.
- 4. Efficiency:** Our experts can help open communication lines across departments which often leads to finding resource and tool efficiencies and increased collaboration.



3 Critical Steps to Improve the Health of Your Network Operations Center

gen-E certified consultant's experience spans industries with some of the most complex data networks including Communication Service Providers (CSPs), Business Service Providers (BSPs) and enterprises with mission-critical infrastructure. We've used our industry knowledge, IBM Premier Partner status - with the highest number of IBM AAA accreditations and IBM Tivoli certifications - and networking expertise to hone an efficient process to ensure the health of your NOC. During the assessment, we will:

Help You Document Where You Are Today

- Understand metrics, KPIs, and reporting requirements used to measure the current state of the network
- Identify current processes, policies and procedures
- Access systems for existing inventory of tools across the network
- Understand systems and tools functionality
- Collect event and ticketing data for analysis
- Interview key stakeholders for pain points with existing NOC

Help You Determine Where You Need to Go

- What are the long and short-term goals of your organization
- Do you need to plan for scalability based on a merger, acquisition or growth strategy
- Are you meeting customer SLAs and internal OLAs
- What are recommended best practices in the TMForum Framework and ITIL library
- What are the unique needs of your industry or business

Create and Build a Road map to Bridge the Gap

- Optimize software entitlements
- Remove redundancy
- Improve architecture
- Allocate resources (to what/where?)
- Improve event management
- Improve 3rd party integrations
- Revamp processes aiming for efficiency
- Identify current and future tools requirements and integrations

Health Check: How it Works

For more than 15 years, gen-E has been providing comprehensive Health Check-ups for large service providers and enterprises. In many cases, our clients qualified for a free assessment and with our help, uncovered gaps in their network and a substantially improved bottom line. It's easy to get started and the Health Check is minimally invasive and takes from one to four weeks to complete. Once you request a Health Check, we'll notify you if you qualify for a Free Assessment. Then we'll schedule an initial assessment meeting to better understand the scope of your needs.

