

Fujitsu Data Center Management & Automation



Why is Data Center Management & Automation (DCMA) so important?

With IT growing in importance as an enabler of business success, data center managers are expected to provide more agile, flexible support for the business – with standardized processes, self-service approaches and high service quality. They are also expected to deliver 24/7 service reliability, to shorten the time-to-productivity for new services, and fulfill requests for IT to support business processes. So what is the best way to do all this – and do it well?

Addressing the Challenges

Data Center Management & Automation begins with the objectives which customers are looking to achieve for their business. Fujitsu leverages the experience from many customer projects and our own data center operations to help to improve data center efficiency, increase service levels, drive down costs and accelerate time-to-market.

Our DCMA offering comprises solutions, products, services and several delivery models, and can be utilized on premise, as a managed service or out of the Fujitsu cloud.

Our Approach

We follow a standardized process with proven methods to generate valuable solutions for our customers. With How-to descriptions, Best Practices, Blueprints and Solutions, we make it easier for our customers to deploy Data Center Management & Automation. Our DCMA portfolio includes products from Fujitsu and selected technology partners. The main areas of interest are process automation, service level management and service quality management, monitoring and service desk out of the cloud as well as energy management in the data center.

■ Process Automation

Process automation integrates technology, processes and human interaction to automate and accelerate recurring processes and to avoid errors of manual interventions. Fujitsu helps organizations orchestrate and automate processes across platforms, applications and the entire company. This significantly improves service quality, reduces costs and increases staff productivity – with intuitive dashboards for convenient management.

■ Service Quality Management

Service Quality Management maintains and improves the quality of IT service delivery, Fujitsu helps organizations to benefit from Service Quality Management with enhanced service quality. Dashboards provide information about fulfillment of service level agreements (SLA), health and quality of the services.

■ Energy Management in the Data Center

Data centers are major consumers of energy. The rising costs of energy are forcing data center operators to look for effective ways to monitor energy efficiency. Fujitsu provides a solution to monitor consumption and deliver reports to identify the equipment that

is using the most energy. The data helps organizations optimize their use of IT resources and reduce cost. Energy management reports provide concise overviews of energy consumption as well as CPU load and can be implemented on premise or sourced out of the Fujitsu cloud.

IT Management as a Service

Fujitsu IT Management as a Service (ITMaaS) is a Software as a Service-based (SaaS) solution out of the Fujitsu Cloud IaaS Trusted Public S5 and comprises Monitoring and Service Desk. ITMaaS Service Desk comes with ITIL-certified processes that can be configured to individual requirements. ITMaaS Monitoring offers more than 150 predefined sets of rules for comprehensive monitoring of all major IT resources in the data center. Fujitsu IT Management as a Service, based on CA Nimsoft technology, is rich in functionality, cost-effective, easy to implement and enables customers to manage their private, public and hybrid cloud environments as well as conventional IT infrastructure.

Fujitsu ManageNow® Solutions

Fujitsu ManageNow® is a portfolio of service solutions from Fujitsu for easy, automated implementation and efficient operation of Enterprise IT Management. ManageNow® solutions are developed for the management of heterogeneous IT environments. Fujitsu provides ManageNow® solution suites for Data Center Management and Client & Server Automation.

■ ManageNow® Data Center Management

Fujitsu ManageNow® Data Center Management is a highly scalable solution to monitor, manage and automate enterprise IT and secure the availability and performance of IT infrastructures and business services in heterogeneous data centers. Providing a 360° view of the entire IT infrastructure with automated problem identification, classification, prioritization and rule-based error handling, it speeds up and simplifies management tasks.

■ ManageNow® Client & Server Automation

ManageNow® Client & Server Automation simplifies the administration and automation of heterogeneous server, desktop and notebook infrastructures by optimizing operations. Functions range from hardware and software inventory to software packaging as well as remote maintenance and management of workplace systems.



Data Center Management & Automation Services

Fujitsu covers every stage in the value chain, with Data Center Management & Automation service packages ranging from technical IT infrastructure services to financial and ROI services and project management.

■ Consult

Our consulting service offers technical IT infrastructure services such as customer briefings, configuration and sizing, strategy workshops, assessment services, architecture workshops, solution concepts, optimization services, proof of concept and project management as well as financial TCO and ROI Estimate services. We have also developed Optimization Services, which provide valuable insights for IT managers striving to raise efficiency. We analyze data centers, networks, workplaces, server infrastructure, software, storage and backup and give insights on how you can make things work better.

■ Design

Our design services offer solution specification, configuration and sizing, proof of concept, migration specification, operational specification and ROI Predict.

■ Build

Our build services provide hardware installation and configuration, solution implementation, migration services, upgrade services, audit and rollout services. Project management, operational implementation, operational trainings and ROI Delivery services complement the offering.

■ Operate

We support our customers with Go-Live services, software support, operational consulting and optimization, health checks, managed services and customer-specific training.

■ Maintain

In heterogeneous, distributed environments, maintenance needs to be precisely coordinated. Fujitsu supports customers in managing service contracts in multi-vendor environments, defining clear service responsibilities and coordinating and executing maintenance services.





Delivery Models

On premise, managed service and out of the cloud – there are several delivery options for Fujitsu DCMA solutions.

On premise: DCMA solutions are installed on site in the customer's data center and operated by the customer's IT staff.

Managed Services: DCMA solutions are tailored to customer requirements, and are operated as a managed service by Fujitsu staff on behalf of the customer.

Out of the Fujitsu Global Cloud: Specific DCMA services such as monitoring and service desk are provided as cloud services out of the Fujitsu cloud.

Data Center Management & Automation Demo Center

The Demo Center in Frankfurt/Main, Germany provides a first-hand impression of our DCMA solutions and services. The demonstrations cover energy management, automated client and server provisioning, runbook automation and process automation, service quality management, root cause analysis for network and services, performance management and reporting, incident management, Monitoring as a Service, Service Desk as a Service and many more. Our experts demonstrate the possibilities and efficiency gains provided by DCMA.

Why Fujitsu?

Fujitsu is one of the largest IT service providers in the world and, with over 30 years' experience, a reliable and trusted one-stop shop for IT services.

We reduce manual activities and guarantee high quality implementations. Our business process orientation ensures that your DCMA implementations are tightly matched to your business requirements. With our consulting services, we help you develop the right data center management and automation strategies, and our design services offer valuable assistance in finding the appropriate tool landscape for your requirements. We accompany you through every stage of your project with a comprehensive portfolio of solutions, products and services. We build, operate, maintain and provide optimization services to support you in managing and automating your data centers.

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