



Web-Based Provance Solution Helps CGI Streamline Server MACs and Inventory Management

Environment

- ❖ *3,700 servers providing service for 30,000+ desktops distributed across 75 sites*

Challenges

- ❖ *50 server managers*
- ❖ *Combination of homegrown inventory management system plus various spreadsheets*
- ❖ *No process for updating and consolidating information*
- ❖ *No automation*
- ❖ *High costs*

Benefits

- ❖ *Streamlined, up-to-date asset inventory*
- ❖ *Smooth integration of multiple systems into a single tool and location*
- ❖ *Easy identification of previously undocumented servers*
- ❖ *Better load distribution across entire system*
- ❖ *Efficient Web-based server management*

CGI, a global IT Services firm, is managing over 3,700 server seats that form the backbone network for a large telecommunications client. This network of servers, managed by some 50 different server managers and distributed across 75 different sites throughout Canada, provides services to well over 30,000 desktops.

The Challenge

Deliver a Single, Comprehensive Asset Inventory

At the client site, a number of homegrown inventory systems and spreadsheets were in use. This multi-system environment posed a significant challenge to CGI, which would need to deliver an accurate accounting of server locations, configurations and utilization of inventory. These existing systems required manual entry of information, were not integrated, and were costly to maintain. As a result, CGI looked for a tool that would enable them to provide a seamless, single source of inventory information to all server managers.

The Solution

Provance Asset Inventory Management

CGI selected Provance for its ability to capture inventory and configuration information into a single repository, and distribute this information to all 50 server managers seamlessly through a Web-based system. CGI also selected Provance on the basis of its ability to assist them in defining some of the business processes around the new automated and integrated system.

Provance installed its software and repository on the CGI network, integrated the software with the other corporate systems that were being retained, and conducted training sessions for users.

The Benefits

Improved Asset Use, Empowered Users

Because the servers being managed by CGI are a fundamental part of the nervous system of the client organization, it is important that CGI server managers are able to make rapid, informed decisions to comply with requests for moves, additions, or changes to any of the 3,700 servers. An accurate inventory is the necessary first step.

"The Provance Web-based request system has greatly improved visibility for all our users and is very easy and straightforward to use."

Tim Trojko
CGI Project Manager



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One of the immediate benefits of installing the Provance system was that CGI was able to identify servers that were not documented in the previous system and therefore were not being used. They were then able to put these servers into active use and better distribute load across the entire system.

Empowering Users to Make Moves, Adds and Changes (MAC)

The Web-based request system provided by Provance has empowered the client's 50 server managers to easily and automatically update server location or configuration information, saving them significant time and money. This capability has also enabled CGI to deliver a level of operational insight impossible before the Provance solution was introduced. "Before we had a tool like Provance, we wouldn't have been able to respond as quickly to this volume of inventory requests," explains Bob Chaisson, Director of Consulting Services for CGI.

"With this solution in place, we not only offer our client unprecedented accuracy of information, but we are better able to prepare bids for making ongoing improvements to their system." What required a more centralized approach in the past has now become a distributed function that is more efficient and effective.

Expert Guidance Through the Process Definition Phase

Automating inventory data capture and management through the Provance tool required the definition of several new processes within CGI to ensure efficiency and consistency in implementation. Provance was able to provide CGI with valuable experience and guidance to help them define the processes they needed.

"In order to maximize the effectiveness of an automated tool, coherent and efficient processes must be established to support the tool. The personnel at Provance were very helpful in assisting CGI in developing these processes."

Bob Chaisson
Director Consulting Services
CGI

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