



## **Godiva Chocolatier's Implementaion of Spectrum NFM and MS Active Directory Monitoring**

### **Customer Profile**

Godiva Chocolatier is a noted manufacturer and retailer of high quality chocolates. Their Global Headquarters are in Brussels, Belgium and their United States Headquarters are in Reading, PA. They have manufacturing, distribution and retail locations across the globe. Godiva Chocolatier's continued worldwide expansion required a robust network and systems management solution. The goal and business initiatives of the implementation, with respect to CA Network and Voice (NVM) management, were to enable "Better Alignment of the People, Process and Technology".

### **Requirements**

Godiva's business requirements were to ILeverage one standard suite of products, integrations and user-interface extensibility to integrate desperate tools. They needed a solution that would improve the quality of network fault monitoring , performance reporting, better manage risk and provide automated auditing trails. Four specific requirements were presented:

- Enhance Monitoring Capabilities
- Optimize use of Resources
- Improve Quality of Business Services
- Reduce Risk of Outages.

Ultimately Godiva needed a solution that would provide automated fault (alarm, asset and event) reporting to better characterize Mean Time Between Failure (MTBF) of managed devices and increase staff efficiency through standardization; a single monitoring user interface, automated notification, adding integrated launch points to device specific diagnostic tools. There was also a need to have a solution that would address their MS Active Directory infrastructure.

### **Technology Used**

- CA Spectrum NFM 8.1
- Unicenter NSM Active Directory Agents

### **Challenges Addressed**

- Optimize Monitoring Capabilities
  - Rapid root cause analysis of incidents through event consolidation
  - Discovery and monitoring of heterogeneous network and systems devices.
  - Reporting of performance and availability for quality and future capacity planning
  - Automatic notification to support staff of key security, service and infrastructure events
- Improve Efficiencies
  - Consolidated staff management tools based on technology unified interface that provides access to tools and alarm related troubleshooting knowledge
  - Improve application and service availability by automated, proactive threshold monitoring business resources.
- Availability Monitoring
  - Provided greater and more proactive service response to the organization, business units and GODIVA support teams
  - Increased use of performance monitoring and reporting visibility on Key IT resources and their availability, capacity and utilization
- Maintain Availability
  - Provided Proactive monitoring of network and voice resources to identify degrading component performance before failures occur
  - Increased use of performance monitoring and reporting visibility on Key IT resources and their availability, capacity and utilization