



Evaluation and Assessment for the Enterprise Command Center (ECC)

Information technology is now an integral part of everything companies and organizations do. If IT is not working efficiently due to poor management, or if it is not working at all due to a disaster or system failure, the effects are far-reaching and sometimes catastrophic to the organization.

Engineers at Sine Nomine Associates have decades of experience, both individually and collectively, in managing and optimizing enterprise-scale IT systems, and our evaluation-and-assessment offering puts that expertise at your disposal. We can provide an objective assessment and evaluation of your Enterprise Command Center (ECC) or Network Operations Center (NOC), cabling and IP infrastructure, data center physical facilities, and operating procedures.

Our assessment and recommendations can help your organization reduce the day-to-day operating costs of the ECC, improve employee satisfaction and productivity among support staff, reduce the duration and frequency of expensive service interruptions, and gain awareness of long-term data trends that can guide your strategic IT planning process.

Rather than trying to replace in-house expertise, our approach is to bring a broader perspective than any single organization can have internally. Sine Nomine's expertise includes complex batch environments as well as distributed systems, in both physical and virtualized platforms across a variety of operating systems. Our team will work with your own engineers and management to identify gaps and to create strategic and tactical plans to close them.

Our portfolio of Evaluations and Assessments for previous clients includes:

- Batch process optimization at a large financial services company
- Disaster recovery planning for two telecommunications firms
- Assessment of NOC and internal support processes in the finance sector
- Data center Total Cost of Ownership (TCO) studies preceding virtualization initiatives
- Technical and TCO assessment for platform migration of applications

Our customers, both within the United States and abroad, have been enjoying the benefits of our evaluations and assessments deliverables.

Sine Nomine Associates is a vendor-neutral consultancy. We do not resell hardware or software, and therefore, we can and do recommend the best combination of platforms, operating systems, and IT management tools to develop the best solution for your needs.

Sample Projects

Network Equipment Vendor: ECC and Data Center Construction and Design

Business Need: Design and build data center and enterprise command center infrastructure to consolidate 20 localized data centers in the People's Republic of China (PRC) into 2 primary data centers and enterprise monitoring and management infrastructure capable of presenting unified business view of IT operations and assets.

Solution: Complete design, construction and implementation of new data center facilities in Shenzhen, PRC and Shanghai, PRC with accompanying enterprise management centers. Halted construction of previous design, conducted review of requirements and processes, redesigned and proposed new construction plan saving \$35 million dollars in construction costs and improved management satisfaction and implementation schedule by 45% (in days).

Financial Services Company: ECC/NOC and Help Desk Evaluation

Business Need: Examine existing NOC and Help Desk infrastructure and processes to optimize delivery and customer satisfaction.

Solution: Examine tools and technology, roles and responsibilities of staff and management, process and procedures, and established measurements and metrics for determining how successful the current implementation is at achieving management goals. Performed 3 week study, culminating in report and management presentation. Customer implemented majority of recommendations, resulting in 35% improvement in ticket resolution time, and 45% improvement in customer satisfaction surveys of help desk and NOC operations management.