

HugoBoss, Inc.

By Christina Ritzema

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Introduction

- Self Introduction
- HugoBoss Introduction
 - German fashion company specializing in high-end men's and women's fashions
 - Based in Metzingen
 - 6,100 points of sale in 110 countries

My Role at HugoBoss

- Windows Server Admin
- VMWare vCenter Admin
- Network Support
- Hardware Maintenance
 - Servers
 - Network
 - PCs
 - Printers
- TSM Backup System Admin
- Retek Data Warehouse Reports Admin
- Disaster Recovery Support for the Midway facility
- Monitor databases for errors resulting from incomplete data transfers
- Monitor the Batch
- Prepare monthly US and Japan financial reports
- Applications Manager Admin
- Service Desk support
- Perform yearly preparation tasks for Japan and US store and warehouse stocktake

Brief Overview of Challenges

- Time consuming
 - For troubleshooting and reporting on Servers and Databases
- Knowledge Requirements
 - Must know many different OSs, databases, etc.
 - Requires personnel with different levels of expertise
- Impact on Production
 - Delays in required production processes
- Lack of a central point for monitoring

Top Points of Roadblocks

- Limited Knowledge Base
- Limited time to diagnose/troubleshoot
 - Before it begins affecting other departments such as Retail
- Difficult to determine recurring issues
- Difficult to determine issues that may cause errors such as:
 - Disk and tablespace usage

Previous Methods before ManageEngine

- Manual Monitoring
 - Logging onto each server
 - Checking disk usage
- Monitoring via AppWorx
- Not knowing until something BROKE!!

ManageEngine Evaluation Process

- Researched monitoring applications
 - Compared Pros/Cons
- Downloaded and installed Trial Version
- Set up test servers
- Final Conclusion:
 - SIMPLE ROLLOUT!!

How ManageEngine helped me

- Reduced Downtime
 - Problems were diagnosed and repaired immediately
- Time Savings
 - Did not require as much of my time to troubleshoot
- Centralized Point of Monitoring for all servers
- Vast knowledge base of all OSs and databases is not required to use this application
- Reports allows determination of future and recurring issues that could affect production

Sample Incident: Before & After

POS Hostlink Server Availability

The Problem: Our POS server would become disconnected from the domain (due to user error).

Store transaction logs could not be formatted and posted to the correct directory on the POS server.

Retail Merchandising System could not be updated with retail data for the previous day because the data could not be retrieved from the POS server (which was no longer on the HugoBoss domain).

Batch halted.

Before AppMgr

- Troubleshooting
 - Time lost
 - Affect on production processes (the batch)
 - People Affected
 - Communications Channel

After AppMgr

- Troubleshooting
 - AppMgr Alarm notification
 - Time lost is minimal
 - Affect on production processes (the batch)
 - People Affected
 - Communications Channel

What I Love About ManageEngine

- Ease of use
- Alarms can be applied to like servers versus applying them to each individual server
- Having a central point for monitoring many different OSs and Databases
- Did not have to change operational procedures to use this product