



# University of Birmingham

Discover how the University of Birmingham realised immediate ROI by transforming IT monitoring with Squared Up, from providing users with instant troubleshooting data to integrating ITSM data from ServiceNow.



# University of Birmingham

The University of Birmingham was established by Queen Victoria by Royal Charter in 1900 and was the UK's first civic or 'redbrick' university. They were named 'University of the Year' by The Times newspaper in 2014.

**Location:** Birmingham, UK

**Established:** 1900

**Staff:** 6,000 +

**Students:** 33,000 +

**Customer:** March 2016

**License:** EAM 50





# IT Environment

Servers: 900

Windows: 800

Linux: 100

Applications: 200

IT staff: 200

Key monitoring tools: SCOM 2016  
Squared Up

Technology stack includes: HP One View  
Dell MD Storage Arrays  
EMC Storage  
VMware  
F5 Load Balancers





1

month

Proof of Concept

3

months

to realise ROI

(Return on Investment)

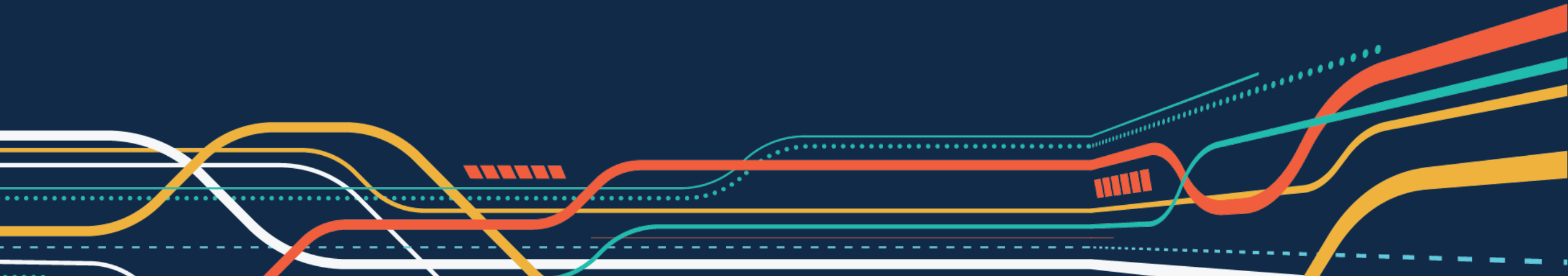
15

minutes

to build a dashboard

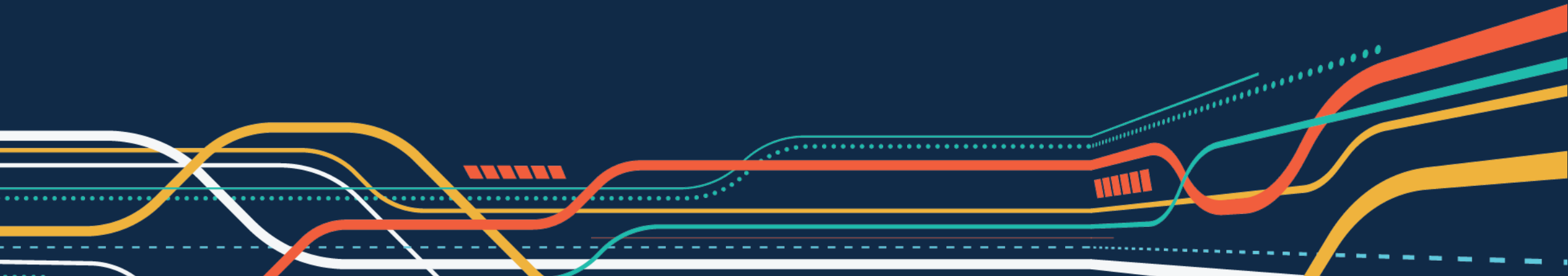
“We started looking at Squared Up just hoping to deliver some high-level dashboards, only to discover we could use the same tool to automatically map our applications! It’s certainly delivered far more than we originally expected and provided almost instant ROI.”

Peter Aston, Server Support Specialist, University of Birmingham



“Increased monitoring visibility has led to less incidents - we've caught issues before they became a problem that impacted a service.”

Peter Aston, Server Support Specialist, University of Birmingham

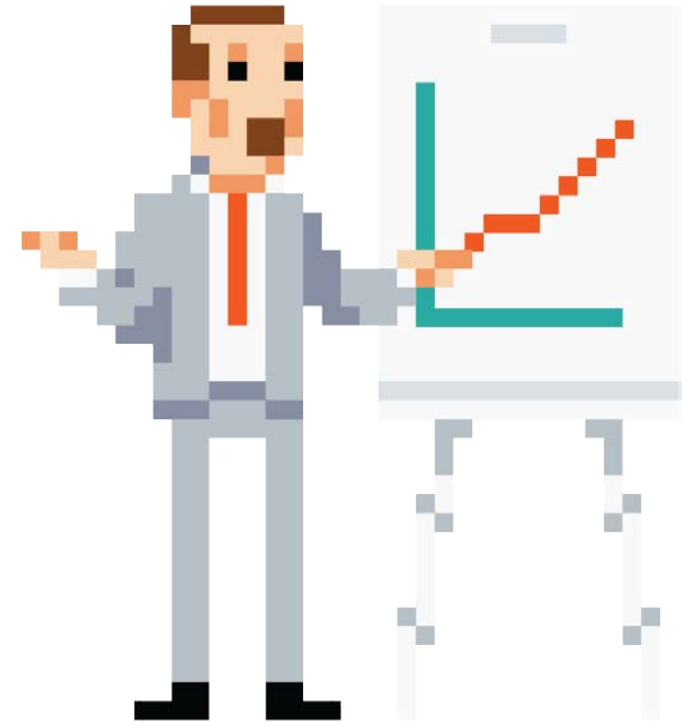




# The Challenge

The University of Birmingham were struggling to **share monitoring data** across their organization in a way that was **relevant and actionable** for different audiences.

- Deliver dashboards to **managerial level**.
- Surface **application** availability to the business
- Get **users engaged** with monitoring data
- Integrate ITSM (ServiceNow) with monitoring data (SCOM) in a **single-pane-of-glass**



# The Results

- Delivering awesome high-level **service status dashboards** to the business.
- **Bringing Visio diagrams to life** by easily tying them to live monitoring data.
- **Instant, interactive access** to a year's worth of performance data for every server in the environment.
- Proving access to monitoring data and remediation actions **via mobile and tablet devices**.

Student Applications	Service	Availability	Health
	Enhanced Transcripts		
	my.bham (portal)		
	Student Filestore		
General Applications	Appsense		
	D1IM		
	Enterprise Search		
	Intranet		
	Mailhubs		
	Managed Print		
	Middleware		
	Password Manager		
	Shibboleth		
	Time Tabling		
	Website		

Hosted Applications	Service	Status
	Canvas	
	Library (FindIt)	
	Office 365	
	Service Now	
Infrastructure	AD Domain Controllers	
	BIRO	
	Core Networks	
	DNS	
	Firewalls	
	Janet Link	
	Load Balancers	
	MobileIron	
	Storage & Virtualisation	
	Wireless Controllers	





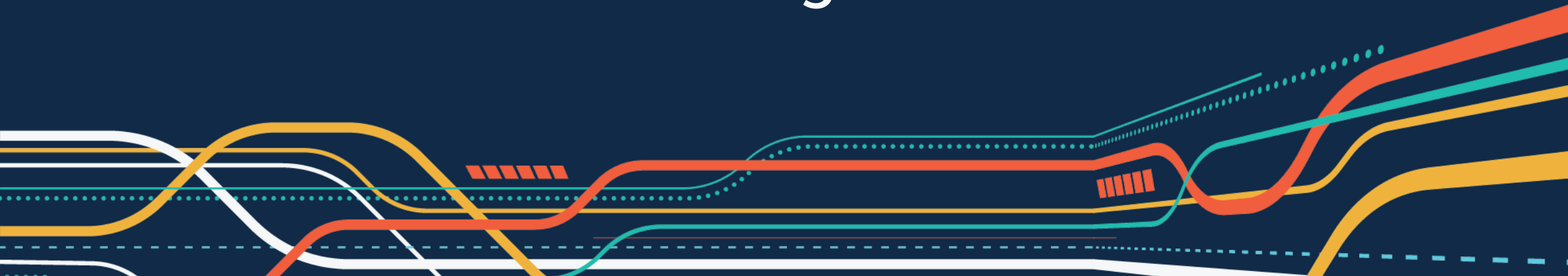
# >100

## application dashboards

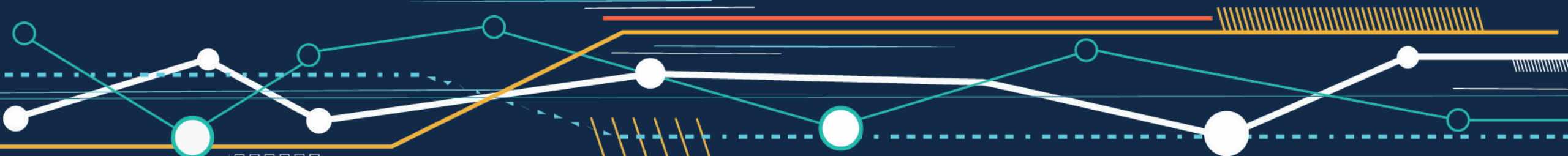
“...available across our IT Services Department and used extensively by our End User Computing, Core Infrastructure and Data Centre Ops Teams.”

Peter Aston, Server Support Specialist, University of Birmingham

“Squared Up has a huge amount of use cases for us; whether that’s determining when new resources are required, helping troubleshoot Service Desk incidents, allowing us to work out our Campus Agreement licensing costs or simply ensuring we can easily keep an eye on things like low disk space and get on top of those issues before outages occur.”



“Squared Up also allows us to deliver some pretty cool real-time server data to our users – things like all connections, all installed software and top CPU consuming processes – in a very lightweight way, which has really helped speed up troubleshooting.”



“The Squared Up community is extremely vibrant and actually helped us leverage SCOM capabilities to rapidly respond to the “WannaCry” ransomware attack and ensure we didn’t have any vulnerabilities.”

Peter Aston, Server Support Specialist,  
University of Birmingham



## Welcome to Community Answers

Got a burning question about SCOM, OMS or related technologies? Join Community Answers and put it to the experts.

Community Answers is brought to you by Squared Up, an HTML5 Dashboard and Web Console solution for Microsoft System Center Operations Manager (SCOM).

[FIND OUT MORE ABOUT SQUARED UP](#)[REGISTER FOR COMMUNITY ANSWERS](#)



# University of Birmingham's top 4 wins

1

Surfacing application availability to the business.

2

Getting our users more engaged with monitoring data.

3

Providing a single-pane-of-glass for SCOM & ServiceNow.

4

Delivering customisable real-time troubleshooting data.

“We’ve made a strategic investment in ServiceNow and plan to use Squared Up extensively in this space. This will allow us to unify our ITSM and SCOM data whilst putting information like change requests, open incidents and CMDB data right alongside our monitoring data via a single-pane-of-glass.”

Peter Aston, Server Support Specialist, University of Birmingham



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