



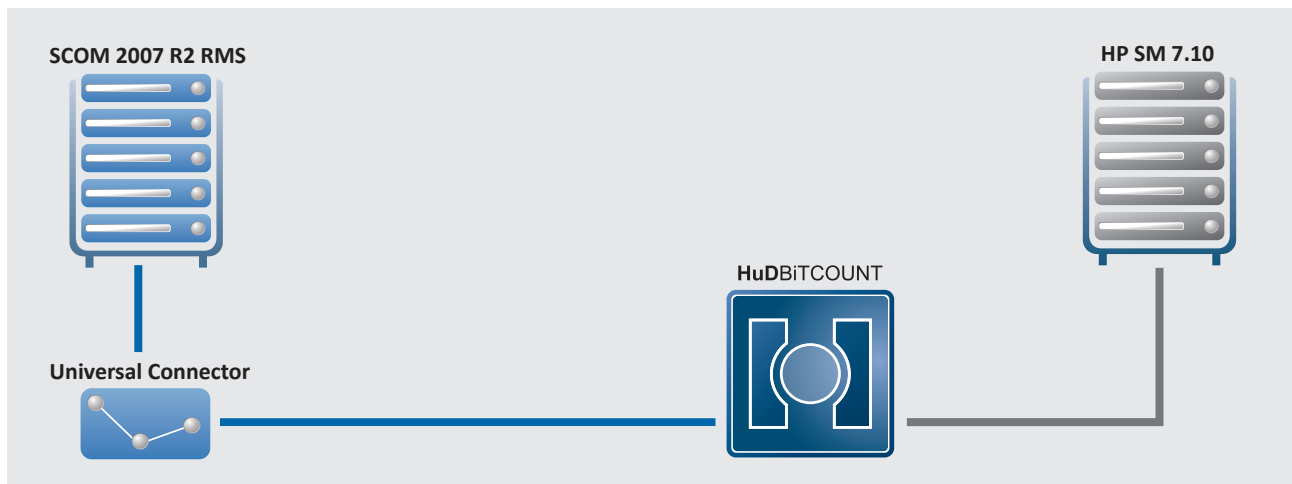
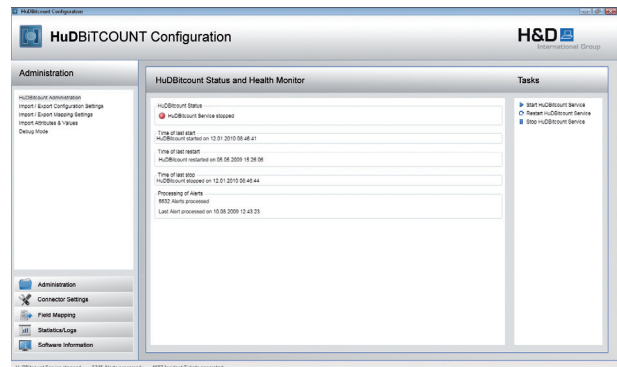
HuDBiTCOUNT – Interpreter Between Systems

The Situation

Information Technology is becoming increasingly important as a strategic competitive advantage of many businesses. This major requirement can only be fulfilled by ensuring a high degree of flexibility and availability which is partly achievable through consistent data between the infrastructure monitoring and Service Management tool. Computer centers are operating with the latest technology supplied by a variety of manufacturers. This includes technology of such progressive product families as the Microsoft System Center and the high-performance Hewlett Packard Service-Management-Software. However, both of these product groups possess a serious problem: The Microsoft System Center Operations Manager 2007 R2 for monitoring infrastructure does not automatically communicate with the HP Service Manager with which the IT processes are being supported and with which the high availability of the IT infrastructure is therefore being ensured. Although both systems supplement each other in their importance for the IT operation, when used together a manual data transfer often had to be carried out previously. **HuDBiTCOUNT** now offers a solution for this problem.

The Tool

HuDBiTCOUNT is a Connector which ensures a consistent transfer of data between the System Center Operations Manager and the HP Service Manager. **HuDBiTCOUNT** therefore takes over the function of an interpreter between both systems thereby significantly facilitating the work of the administrators. The Tool represents a bi-directional interface allowing the corresponding data to be updated in the direction of both systems. Data therefore no longer has to be transferred manually from one system to the other.



Ensuring Data Consistency

The challenge of enabling such data consistency lies in the individual implementation of both systems. Extensive individual adaptations are often carried out on the side of the HP Service Manager.

Through the Fieldmapping functionality **HuDBiTCount** is providing a simple method of influencing the information which is being transferred. Alert-Attributes from the System Center Operations Manager can thus be optionally transferred to the Incident-Attributes of the HP Service Manager.

Your Benefit

Despite its reliability, the previous manual data transfer between the System Center Operations Manager and the HP Service Manager was also always either open to errors or to a delaying factor. The responsible staff member would always have to monitor the system and immediately react whenever a message appeared. This meant that time delays were inevitable even if only for a few seconds or minutes. A decision had to be made about whether or not and how a message had to be communicated further in the Service Manager.

Through the automation with the help of **HuDBiTCount** this delay no longer applies now. Communication is carried out within split seconds and according to detailed established criteria. This means that the implementation of SLAs by Service Desk staff is now more reliably supported than previously.

Thus with the low cost of purchasing and the short implementation timeframe this tool will help your organization

to realize a significant efficiency increase with minimal effort. We will gladly provide you with further information on our prices.

System requirements

- System Center Operations Manager 2007 R2
- System Center Operations Manager 2007 R2 Universal Connector
- HP Service Manager 7
- .Net Framework 3.5

About Us

The H&D International Group is a comprehensive and worldwide active IT service provider of the new generation based in Wolfsburg and with more than 20 branches. With more than 10 years of success on the market, we today employ 1,200 people in a large variety of IT projects.

Because of our company structure, the many areas in which we are active and our high qualification level we possess problem-solving skills in almost all areas of modern IT.

We connect the experience of a large international group of companies with flat hierarchies, flexibility and the quick reaction time of a medium-sized company.

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