



CTS deploys SQL Server 2005, Analysis Services 2005, to build business intelligence in IT management.

Overview

Country or Region: India

Industry: Global IT services and business process outsourcing solutions provider

Customer Profile

Cognizant (NASDAQ:CTSH) is a U.S. based global IT services and business process outsourcing solutions provider headquartered in Teaneck, N.J. Cognizant was founded in 1994 as an IT development and maintenance services arm of The Dun & Bradstreet Corporation. The company was spun-off as an independent organization two years later. Since 1996, Cognizant has worked closely with large organizations to help them build stronger, more efficient, and more agile business.

Business Situation

CTS (Cognizant Technology Solutions) wanted to build a centralized database to automate the IT score carding for the Network Support System (NSS) to enable transparency and reporting the infrastructure level data within the enterprise. This project would help the IT team at CTS to improve their overall productivity and streamline the process of integration with various backend applications, and provide a unified view of measurable data.

Solution

CTS deployed SQL Server 2005, Analysis Services 2005 to build business intelligence in IT management.

Benefits

- Reduced dependency on other tools
- Centralized database
- Ability to integrate other tools and data into the centralized database
- Easy implementation to create, build, and deploy the Analysis Services cube

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Microsoft

Business Situation

CTS was using various tools—Microsoft Operations Manager (MOM) 2005, Microsoft Systems Management Server (SMS) 2003, Remedy, Cricket, What's-Up—for event-driven operations. The event-driven operations included system monitoring performance tracking; security policy enforcement; auditing of network, computers, users, user groups; call status, advertisements, packages, queries, reports, and messages; network link status and utilization. Each tool generated its own reports.

None of these tools stored historical data, nor could they be integrated with one another. It was difficult for the CTS team to build a centralized database that could integrate all the tools together and store the historical data to automate the IT score carding for their Network Support System.

By using IT score cards, the CTS NSS team and the CTS management team can easily check on the progress and success of their internal IT processes over an observed period of time. Score cards also help them identify the non-performing areas and elements over an observed period of time. With their existing system architecture, it was nearly impossible for the CTS team to achieve these objectives.

Some of the tools did not even employ databases. The CTS team had to extract data into flat files, and then, using Excel, they created dashboards and integrated the dashboards' output with other tools' reports and data. There was not an automated procedure to integrate these tools and get the desired output.

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Business Solution

Scalability Experts, a Microsoft Gold Certified Partner, helped CTS build the centralized database using Microsoft SQL Server 2005 database engine, Analysis Services 2005, and Integration Services 2005. A centralized OLAP database was built for various tools (MOM, SMS, Cricket, Remedy and What's-UP etc.) to store historical data.

Microsoft SQL Server 2005 features used to build this product

Microsoft SQL Server 2005 Database Engine

Microsoft SQL Server 2005 was used as a database server to build the centralized database to store the historical data extracted and loaded from the various tools, including MOM, SMS, Cricket, Remedy, Cricket and What's-UP.

Microsoft SQL Server 2005 Analysis Services

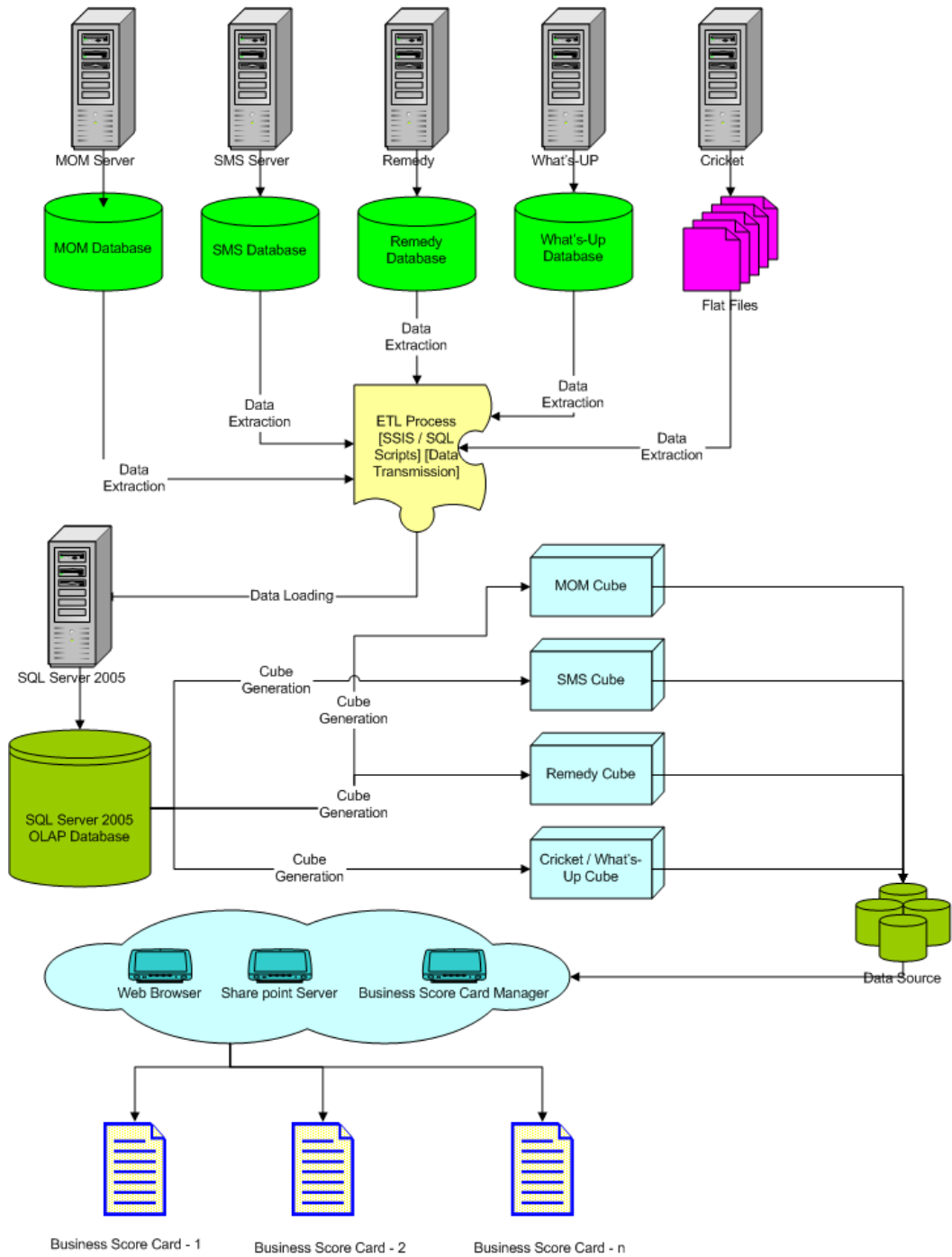
Analysis Services 2005 was used as an OLAP server to build the OLAP database, and to build the OLAP cube to automate IT score carding. This OLAP database holds the historical data for IT score carding

Microsoft SQL server 2005 Integration Services

Integration Services 2005 was used as an ETL tool to extract and load the data from MOM, SMS, Cricket, Remedy, and What's-Up into the SQL Server 2005 centralized database.

CTS' new System architecture

Cognizant



Benefits

- **Reduced dependency on other tools**
Now that there is only one database, and this database contains all the historical data extracted and loaded from the various tools, there is far less dependency on other tools. Some tools had databases, but none of them stored historical data.
- **Increased manageability through centralized database**
With the centralized database, the manageability of all the tools' local databases has been reduced. Data is pulled from all databases into the centralized database to automate the IT score carding. The centralized database also stores the historical data critical to IT score carding.
- **Ability to integrate other tools and data into the centralized database**
CTS can easily integrate their other tools into the SQL Server 2005 centralized database. Analysis Services 2005 provides the solution to add, build, and deploy the OLAP cube in a single click.
- **Easy creation and deployment of Analysis Services cube**
Analysis Services 2005 provides the solution to create, build and deploy the Analysis Services cube using a friendly user interface and wizard. CTS can build and deploy the OLAP cube on the server in a single click.



About Scalability Experts

Scalability Experts is a consulting, training, and software Development Company focused solely on Microsoft SQL Server. Recognized as a world leading practitioner in advanced SQL Server technologies, Scalability Experts has garnered Microsoft's Global Excellence Award for Advanced Infrastructure, Data Management, for two consecutive terms.

Scalability Experts has unique insight into SQL Server 2005 because they worked with the product long before any of its public beta releases.

Their consulting team solves scalability, performance, and availability problems for Fortune 500 and mid-sized businesses with business critical SQL Server systems.

To learn more, visit ScalabilityExperts.com or call (866) 304-8221.