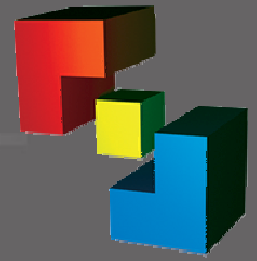




# Case Study

## The Goldman Sachs Group, Inc.



### Microsoft Operations Manager 2005 (MOM) Advanced Configuration Services Engagement

Award-winning Microsoft Gold Certified Partner **The Henson Group, Inc., (THG)** provided The Goldman Sachs Group, Inc., with advanced expert-level services to custom configure a Microsoft Operations Manager (MOM) IT systems monitoring solution that the investment company was in the process of implementing.



#### Project Vitals



**Industry:** Financial Services

**Customer Profile:** Goldman Sachs is a leading global investment banking, securities and investment management firm.

**Business Situation:** Goldman Sachs approached The Henson Group while it was in the process of deploying and customizing Microsoft Operations Manager 2005 (MOM) to replace NetIQ's AppManager. Goldman Sachs' intention was to have MOM automate many of its manual support processes and incorporate as many existing automated monitoring processes as possible.

**Solution:** At the outset of this "Phase 2" MOM 2005 deployment, a THG Microsoft Certified Consultant with deep MOM experience conducted a thorough audit of Goldman Sachs' monitoring needs and objectives. Subsequently, THG formally proposed a series of recommendations for achieving pre-determined goals.

**Results:** Today, due largely in part to the recommendations The Henson Group provided, Goldman Sachs has a single administrative interface for the managing and monitoring of a broad global network of servers.

#### BUSINESS SITUATION

Goldman Sachs is a leading global investment banking, securities and investment management firm that provides a wide range of services worldwide to a substantial and diversified client base that includes corporations, financial institutions, governments and high net-worth individuals.

Goldman Sachs was one the first clients The Henson Group attracted following THG President Greg Henson's departure from Microsoft to found the consultancy with other Microsoft veterans in 2001. Since then, Goldman Sachs has looked to The Henson Group for a series of challenging engagements.

In this instance, Goldman Sachs approached The Henson Group while it was in the process of deploying and customizing Microsoft Operations Manager 2005 (MOM) to replace NetIQ's AppManager. Furthermore, Goldman Sachs' intention was to have MOM automate many of its manual support processes and incorporate as many existing automated monitoring processes as possible.

Goldman Sachs successfully managed the initial MOM deployment. Subsequently, with the initial implementation completed, Goldman Sachs sought assistance from The Henson Group to provide expert-level support services to achieve a higher level of functionality from the MOM product.

Responding to this request, The Henson Group, a top Gold Certified Partner for MOM implementations, lead a "Phase 2" engagement to address Goldman Sachs need for more robust functionality. Expanding Goldman Sachs' deployment of MOM 2005, a senior technical resource from THG assisted on-site in configuring many of the advanced features of MOM 2005.

#### SOLUTION

At the outset of this "Phase 2" MOM 2005 deployment, a THG Microsoft Certified Consultant with deep MOM experience conducted a thorough audit of Goldman Sachs' monitoring needs and objectives. Subsequently, THG formally proposed a series of recommendations for achieving pre-determined goals. Highlights of the recommendations provided during this multi-faceted engagement included:

**Alert Tuning** THG recommended that Goldman Sachs invest additional time and resources in alert tuning. Goldman Sachs had already engaged in this process and made significant progress; however, THG deemed that additional alert tuning would facilitate the successful completion of many of the Phase 2 tasks.

**Resilient Architecture (Monitor the Monitor)** Goldman Sachs' MOM solution incorporated three Management Groups: New York, London, Tokyo. Each database within these Management Groups represented a single point-of-failure and were not actively being monitored outside of the local Management Groups. THG recommended multi-homing the agents on the database servers to report to multiple Management Groups. Therefore, by multi-homing, should a server become unavailable, one of the remaining Management Group would be able to send an alert notifying the appropriate server administrators of the problem.

**Management Group Additions** Goldman Sachs expressed its intent to add two additional Management Groups to its MOM 2005 architecture over the next six months. (The first will be devoted to monitoring the core infrastructure servers such as Exchange and Active Directory, the second to monitor servers in the



Near DMZ and Far DMZ.) After a comprehensive review, THG recommended that Goldman use its existing process, standards and hardware specifications for the new Management Groups. However, since core servers exist in the current three Management Groups, THG provided its recommendations on relocating these servers to the new Management Groups, including processes for uninstall and reinstall of the MOM agents.

**Improved Agent Registration/Installation** As the MOM Agent installation in place at Goldman Sachs involved many manual steps, the client was interested in automating certain aspects of this process. In the past, NetIQ agents were registered by the server administrator for a particular server via a custom web page. While Goldman recreated this process for MOM, Microsoft and The Henson Group provided additional information about automating this process with methods from the MOM 2005 SDK. This eliminated several manual steps. (THG also recommended the use of Microsoft "Perfmon" [Performance Monitor] to assist in Goldman Sachs' regularly scheduled Computer Discovery task at 2:05 AM.

**Management Pack Enhancements** The Henson Group found the proposed workflow for Management Pack implementation compliant with best practices. However, The Henson Group advised Goldman Sachs to consider leveraging the MP Studio Express tool to profile Management Packs before they are put in production. This will allow Goldman Sachs to perform alert tuning before Management Packs are implemented and reduce alert noise in the production console.

And, The Henson Group recommended that all rule changes and modifications should be done for the Management Pack in a single Management Group. Changes made to the default rule properties (changes which affect all agent-managed computers) should be made to copies of the original rule and the original rule should be disabled.

**Back-up of Existing Management Packs** The rule modification process at Goldman Sachs included a Management Pack backup before any changes are made. The Henson Group recommended that this same process be incorporated into the Management Pack Update process. Also, THG advised that a known quality backup of the OnePoint database should exist before any changes are made. And, THG recommended that additional Alert Tuning should be performed after the Management Pack has been updated. (Some rules may have been added which could cause alert noise. THG advised addressing these alerts using the workflows designed by The Henson Group.)

**Process Monitoring** Goldman Sachs was seeking rule templates to use for monitoring processes running on servers. The Henson Group provided two scripts: One script to check for running processes and ensuring these do not stop and the second script seeks out processes that should not be running and discontinues them.

## RESULTS

Though this was a unique engagement, in that The Henson Group did not execute the initial MOM 2005 implementation, THG was able to quickly ascertain the objectives and challenges and develop a series of recommendations that Goldman Sachs implemented.

Today, due largely in part to recommendations The Henson Group provided, Goldman Sachs has a single administrative interface for the managing and monitoring of a broad global network of servers. MOM provides comprehensive event and performance management, proactive monitoring and alerting, reporting and trend analysis, and system- and application-specific knowledge and tasks to improve the manageability of Windows-based servers and applications.

While the recommendations and the knowledge transfer for this engagement was conducted through in-person encounters, The Henson Group developed a proprietary document to provide Goldman Sachs with detailed information about how to best implement solutions which fulfill the requirements for Phase 2 of the MOM 2005 implementation.

## About The Henson Group



**Founded:** June, 2000

**Headquarters:** New York City

**Consultants:** 37 (including both full-time and part-time professionals)

**Partners:** MS, HP, IBM, Cisco, Avicode, Dell, EMC, eXc Software, K2.net, Netscaler, Network Engines

**Certifications:** Microsoft Gold Certified and Cisco Certified

### Official Microsoft Competencies:

Advanced Infrastructure Solutions  
Business Intelligence  
Information Worker Solutions  
Integrated E-Business Solutions  
Learning Solutions  
Networking Infrastructure Solutions  
Security Solutions

**History:** Founded by former Microsoft employees from the development teams in Redmond and Microsoft Consulting Services

**Consultants:** All MS Certified, most former Microsoft engineers, and each have a minimum of three years of vertical-specific experience

**Annual Client-Retention Rate:**  
(2000 through 2004) 98%

**Annual Client-base Growth:**  
(2000 through 2004) 50%

**Company Description:** THG is an award-winning Microsoft Gold Certified Partner specializing in deploying Microsoft technologies for U.S. and international companies across 20 industry categories.

Founded by former Microsoft employees from the development groups in Redmond and Microsoft Consulting Services, THG offers clients direct access to Microsoft's product groups and technical information often not publicly available.

THG's competencies include .NET application development, infrastructure deployments, Line-Of-Business solutions, security, product training, and strategic consulting.

Delivering projects in a fraction of the time it takes competitors, THG's proprietary project management process and attention to detail consistently produces a 98% client-retention rate.

Everywhere clients need THG to be, the consultancy has operations, engineers, and partners located in countries around the world that are committed to the highest level of client satisfaction.

**To learn more about THG, please visit [www.HensonGroup.com](http://www.HensonGroup.com). For more information on how THG can deploy this type of solution in your environment, please call 800.980.1130 or e-mail [Info@HensonGroup.com](mailto:Info@HensonGroup.com).**