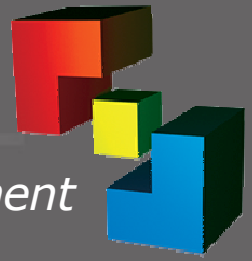




Case Study

Lehman Brothers Inc.



Microsoft Operations Manager Deployment

THE
HENSON[®]
GROUP

Lehman Brothers

Project Vitals

Industry: Financial Services

Customer Profile: Lehman Brothers serves the financial needs of corporations, governments and municipalities, institutional clients, and high net worth individuals worldwide. The Firm is headquartered in New York, with regional headquarters in London and Tokyo, and operations around the world.

Business Situation: Lehman recently launched a migration to move its messaging environment onto an Exchange 2003 platform. During this migration, Lehman sought to implement a monitoring solution for its global Exchange and Active Directory environment to replace its antiquated OpenView monitoring solution.

Solution: Lehman's previous server monitoring environment, based on OpenView, was complex, decentralized, and did not provide the granularity or level of detail necessary for proper proactive monitoring of its Exchange environment. To rectify these shortcomings, THG architected a MOM 2005 solution to monitor 200 servers.

Results: THG's MOM 2005 solution now ensures that Lehman's Exchange messaging remains highly available, with MOM proactively identifying issues.

Award-winning Microsoft Gold Certified Partner **The Henson Group, Inc. (THG)** designed and deployed a highly customized monitoring solution leveraging Microsoft Operations Manager (MOM) for financial services company Lehman Brothers Inc. to replace Hewlett-Packard's OpenView.

BUSINESS SITUATION

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Lehman recently launched a migration to move its messaging environment onto an Exchange 2003 platform. During this migration, Lehman sought to implement a monitoring solution for its global Exchange and Active Directory environment to replace its antiquated OpenView monitoring solution.

For some time, Lehman IT pros have reported frustration with OpenView's limitations, as it did not provide enough granularity, detail, and flexibility. Because of the real-time nature of Lehman's business, highly available messaging is a key to maintaining a competitive edge. And, Lehman expressed its preference for a scalable tool suitable for a global infrastructure.

As the majority of Lehman's IT infrastructure is based on Microsoft products, the company enjoys a dedicated Microsoft resource that has been on-site for more than a year. During the recent Exchange migration, that Microsoft representative encouraged Lehman to explore the possibility of using MOM 2005, due to its robust monitoring and reporting for Exchange.

That representative also recommended Lehman assign the opportunity to The Henson Group, Inc. (THG) to manage the implementation, configuration, and knowledge transfer. THG was an obvious choice for this engagement, having provided services to Lehman for more than five years, including global deployments of Windows XP and providing mainframe connectivity using Host Integration Server.

THG is also a "Go To" partner for MOM implementations for Microsoft, has a dedicated Systems Management & Messaging Technology Practice, and possesses the official Advanced Infrastructure Solutions (Proven competency in crafting high-availability infrastructure solutions that include the following: Design and deployment of the Active Directory Service in Windows; Microsoft Identity Integration Server implementation; Microsoft Exchange Server migration or deployment; Data management migration and server consolidation; Storage solutions design and deployment; Systems management design and deployment; Hosting solutions; and more.)

SOLUTION

Lehman's previous server monitoring environment, based on OpenView, was complex, decentralized, and did not provide the granularity or level of detail necessary for proper proactive monitoring of its Exchange environment. To rectify these shortcomings, THG architected a MOM 2005 solution to monitor 200 servers.



Following Discovery, THG deployed MOM Reporting Server and SQL Reporting Services and deployed a MOM Database Server. THG subsequently installed and configured multiple Management Servers in several locations. THG then implemented the following Management Packs: MOM 2005, Windows Server Base OS, Windows Operating System, Windows Server Cluster, Windows MP Notifier, Active Directory, Internet Information Services, SQL 2000, Exchange 2000/2003. THG then deployed MOM Agents to an initial group of production servers.

Because of the size and scope of Lehman's Exchange environment, the Exchange management pack rules needed to be modified. THG was able to help Lehman modify these rules to better suit its own corporate standards for Exchange health. In addition, Lehman looked to THG to leverage existing test mailboxes which required additional customization of the management pack.

Lehman also needed help limiting access to the information in the MOM console through the use of console scopes. THG was able to provide guidance on the use of these scopes and thereby limit who could see what within the MOM console, limiting the risk that the wrong admins would have access to irrelevant state information.

To achieve Lehman's objectives, THG provided in-depth knowledge transfer on how to customize MOM Rules and Thresholds, per Lehman's Specifications, as well as instruction on MOM Admin, Operator, Web, Reporting Consoles, and creating rules, adding operators/users, and creating scopes. Lastly, THG provided extensive knowledge transfer and custom documentation on the use, administration and customization of MOM 2005.

RESULTS

THG's MOM 2005 solution now ensures that Lehman's Exchange messaging remains highly available, with MOM proactively identifying issues. Lehman began with little internal knowledge of MOM 2005. THG was not only able to teach Lehman IT pros how to use and administer the product, but also how to customize it to best meet their own corporate standards for server health.

The architecture THG helped Lehman to implement is scalable enough to monitor thousands of servers not in the initial scope of this project, which was for 200 servers.

In fact, Lehman is now looking to extend MOM to monitor its global Exchange environment and to monitor additional servers and products outside of the scope of the initial deployment. The implementation of MOM to monitor Exchange will be extended to cover additional server-based systems like Windows 2000, Windows 2003, Active Directory, IIS, Clusters and SharePoint.

Meanwhile, the implementation of MOM generated interest in other groups inside Lehman, such as the Active Directory group. By the end of the project, there were already plans to extend server monitoring outside of Exchange and into areas like Windows 2000 and 2003, Active Directory, and SQL.

And, THG was able to provide recommendations about the integration of MOM and Remedy, Lehman's automated Help Desk "trouble ticketing" system.

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
Information Worker Solutions
Integrated E-Business Solutions
Learning Solutions
Networking Infrastructure 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. 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.

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