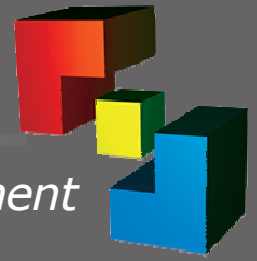




Case Study

Movado Group, Inc.



Microsoft Operations Manager Deployment

THE
HENSON[®]
GROUP

MOVADO

Project Vitals

Industry: Luxury Watchmaker
Manufacturer / Retailer

Customer Profile: One of the world's premier luxury watchmakers, Movado Group, Inc. designs, manufactures and distributes watches from six of the most recognized and respected names in time: Movado, Ebel, Concord, ESQ SWISS, Coach Watches and Tommy Hilfiger Watches. Collectively, its watches are sold throughout North and South America, Europe, Asia and the Far East.

Business Situation: This luxury watchmaker needed a solution that would monitor its network of Windows-based servers and provide notifications when issues arose on those servers.

Solution: THG's custom MOM solution provided Movado with a single administrative interface for managing and monitoring its broad global network of servers. Movado gained not only the ability to monitor server health, but to also obtain real-time security auditing for protecting file shares, Operating Systems, applications, and IIS hacking attempts.

Products Used:

- Microsoft Operations Manager
- Microsoft Operations Manager Application Pack
- Microsoft Operations Manager Extended Management Pack

Award-winning Microsoft Gold Certified Partner **The Henson Group, Inc. (THG)** designed and deployed a highly custom solution utilizing Microsoft Operations Manager to more efficiently manage luxury watchmaker Movado Group, Inc.'s global technology infrastructure comprised of dozens of servers in the U.S. and Europe.

BUSINESS SITUATION

One of the world's premier luxury watchmakers, Movado Group, Inc. designs, manufactures and distributes watches from six of the most recognized and respected names in time: Movado, Ebel, Concord, ESQ SWISS, Coach Watches and Tommy Hilfiger Watches. Collectively, its watches are sold throughout North and South America, Europe, Asia and the Far East.

Between its manufacturing facilities in Switzerland, corporate headquarters in Paramus, New Jersey, and Bienne, Switzerland, and its sales and distribution offices around the world, Movado Group employs more than 1,400 people.

To support this enterprise, Movado has in place a technology infrastructure that spans multiple operations in several cities in the U.S. and Switzerland. Realizing Movado had outgrown its technology at one point, IT executives at the company launched a search for a more effective way to manage the company's servers.

For instance, each time Movado needed to make an upgrade or had to reconfigure one of its servers, IT professionals for the company were required to perform the functions manually. Monitoring of the Operating Systems and Applications that run on Movado's servers was also non-existent, exposing the company's infrastructure to significant risk.

From a management perspective, the scope of the enterprise meant that remotely managing and supporting all of the servers in Movado's global network was extremely challenging for its IT professionals. In addition to dozens of back office servers, Movado also relies heavily on a substantial online server farm consisting of more than 50 Windows-based servers supporting the overwhelming majority of the Movado's e-commerce needs.

With more than 90% of Movado's infrastructure based on Microsoft technology, the company approached Microsoft for a solution. Reaffirming its confidence in The Henson Group, Inc. (THG), Microsoft recruited THG for the project.

SOLUTION

Movado's outdated technology placed the company in a reactive, rather than proactive role, preventing the company from monitoring and



addressing issues when they arise. To remedy the situation, THG designed a custom solution based on Microsoft Operations Manager (MOM), deploying MOM agents on every server that required monitoring, including all mission-critical servers (Exchange, SQL, Domain Controllers, and Web Servers). This now enables Movado to configure notifications to respond to issues that arise affecting the performance and stability of the servers.

MOM reduces the complexity associated with managing today's IT infrastructure environment and lowering the cost of operations. MOM provides manageability as part of the design and implementation of Windows Server System technologies. By delivering operational knowledge and subject expertise directly from the application developers, MOM helps to simplify identification of issues, streamlines the process for determining the root cause of the problem, and facilitates quick resolution to restore services and to prevent potential IT problems.

At the same time, Movado's infrastructure includes several AS400 mainframe computers. While AS400 is not a Microsoft platform, THG customized a third-party solution from eXc Software that enabled Movado to monitor AS400 using MOM.

As part of THG's Proprietary Project Framework, the company provided extensive documentation to Movado during the final stage of the deployment, as well as lengthy training regarding all aspects of the custom solution.

Furthermore, Movado's IT staffers were given priority access to THG's Customer Service Hot-Line should they require additional information. This documentation, training, and customer service are all integral components of any THG project.

RESULTS

THG's custom MOM solution provided Movado with a single administrative interface for managing and monitoring its broad global network of servers. Movado gained not only the ability to monitor server health, but to also obtain real-time security auditing for protecting file shares, Operating Systems, applications, and IIS hacking attempts.

By centralizing and streamlining these mission-critical functions, Movado significantly increased its security by reducing its exposure to risk on multiple fronts. In fact, almost immediately after going into full production, THG's MOM solution notified Movado's administrators of several issues.

Furthermore, by accommodating the incumbent AS400 technology, Movado did not have to sacrifice key functionality it wanted and gained a totally integrated approach to monitoring all of its systems.

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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