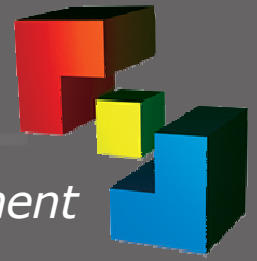




# Case Study Warburg Pincus LLC



## Microsoft Operations Manager Deployment

Award-winning Microsoft Gold Certified Partner **The Henson Group, Inc. (THG)** designed and deployed a highly custom solution utilizing Microsoft Operations Manager (MOM) 2005 to more efficiently manage the investment advisor's technology infrastructure and maintain more consistent systems availability.

THE  
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GROUP

### WARBURG PINCUS LLC

#### Project Vitals

**Industry:** Financial Services

**Customer Profile:** A leading private equity investor since 1971, Warburg Pincus currently has approximately \$9 billion under management and \$5 billion available for investment globally in a range of sectors

**Business Situation:** In its New York operation, achieving consistently high availability it needed with an infrastructure consisting of more than 40 servers was challenging.

**Solution:** THG proposed designing a custom solution based on Microsoft Operations Manager (MOM) 2005, deploying MOM agents on servers that required monitoring, including all mission-critical servers.

**Solution:** The most noticeable gain that Warburg Pincus realized was the virtual elimination of systems downtime. With the MOM 2005 Agents effectively deployed to the required servers and scripted to monitor specific services, THG reduced the time it takes to identify an issue, ascertain the root cause of the issue, re-start the server and bring that server back online to approximately 30 seconds.

#### BUSINESS SITUATION

A leading private equity investor since 1971, Warburg Pincus currently has approximately \$9 billion under management and \$5 billion available for investment globally in a range of sectors including industrials and chemicals, healthcare and life sciences, information and communications technology, energy and natural resources, financial services and technologies, media and business services, and real estate.

To support this enterprise, Warburg Pincus has in place a technology infrastructure that spans multiple operations in several locations. In its New York operation, achieving consistently high availability with an infrastructure consisting of more than 40 servers is of great importance, considering the sensitive nature of its role as an investment advisor. In certain instances, even the slightest delay can have serious ramifications.

Specifically, Warburg Pincus was concerned that several of its Windows-based systems services and custom critical applications periodically experienced outages. During these episodes, each time Warburg Pincus' IT professionals had to manually comb through its server farm to isolate the downed unit, ascertain the cause of the outage (if there was time), and restart the server. Again, this was a time-consuming process that was exacerbated by the sensitive nature of a business competing in the demanding financial services sector.

Monitoring of the Operating Systems and Applications that run on Warburg Pincus' servers was also non-existent, exposing the company's infrastructure to significant risk.

Searching for a solution and with the majority of its infrastructure based on Microsoft technology, Warburg's Pincus approached The Henson Group, a Microsoft Gold Certified Partner that had successfully managed several engagements for it in the past.

#### SOLUTION

Warburg Pincus lack of an effective server monitoring solution placed the company in a reactive, rather than proactive, position role and forced it to be reliant on manually processing that often could take hours to resolve issues.

To rectify this situation, THG proposed designing a custom solution based on Microsoft Operations Manager (MOM) 2005, deploying MOM agents on servers that required monitoring, including all mission-critical servers.



MOM 2005 delivers enterprise-class operations management for Windows servers and other mission-critical enterprise systems. When properly implemented, MOM significantly reduces server support costs, enhances performance, and increases application availability.

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.

In developing Warburg Pincus' MOM 2005 solution, a THG Microsoft Certified Principal Consultant specializing in implementing the product wrote a series of custom MOM 2005 scripts that targeted specific Windows services for specific machines.

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

## RESULTS

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.

The custom MOM 2005 solution that THG architected and implemented now provides Warburg Pincus with a single administrative interface for managing and monitoring its network of servers in its New York operations.

The most noticeable gain that Warburg Pincus was the virtual elimination of systems downtime. With the MOM 2005 Agents effectively deployed to the required servers and scripted to monitor specific services, THG reduced the time it takes to identify an issue, ascertain the root cause of the issue, re-start the server and bring that server back online to approximately 30 seconds.

Previously, this manual process could have taken anywhere from several minutes to even hours. And, during times when regular IT resources were not available, such as overnight and especially on weekends, the outages could last much longer.

Furthermore, Warburg Pincus 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.

Through centralizing and streamlining these mission-critical functions, Warburg Pincus significantly increased its security by reducing its exposure to risk on multiple fronts.

## 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](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).**

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