



GlassHouse Systems (GHS) Managed Services to Simplify SAP Infrastructure Operations

University of Toronto's Success

Established in 1827, the University of Toronto (U of T) is Canada's largest university with approximately 80,000 students, 17,200 faculty, staff and librarians, and over 500,000 alumni active in every region of the world. The University ranks among the top major research universities globally, operates three major campuses in the greater Toronto area and is affiliated with 20 teaching hospitals. The University is one of the largest employers in the Toronto region and contributes almost \$15.7 billion to the Canadian economy every year.

U of T's globally-recognized network of faculty members, alumni and partners creates a unique educational experience for undergraduate and graduate students. With one of the strongest teaching faculties across all disciplines – spanning medicine to business, urban studies to engineering, humanities to education, and more – U of T's students have the opportunity to learn from and work with professors who are some of today's thought leaders.

The ideas and inventions created at the University make their way into the global economy in many ways, through start-ups, small businesses, commercialization and partnerships. U of T members are heavily engaged in community projects, its faculty experts in the news, and over 500,000 graduates spread across 140 countries.

University of Toronto's Plans for IT Rationalization

Today, University of Toronto continues its focus on IT Rationalization, to determine the best source of information technology services and to reduce non-productive redundancy in IT solutions. Their objective is to expand University applications. The backend components are the heart and core supporting several mission critical front end applications.

With big plans on the horizon, University of Toronto required an assessment of their IT operations to ensure that it would be capable of handling the forecasted growth and ease of implementation. The assessment uncovered three areas that required immediate attention: Reduced internal operational costs associated with infrastructure support, better availability of resources required to make changes and lack of internal expertise on AIX.

Overview

The Challenge

- *Increasing IT operation costs with decreasing budgets*
- *Lack of internal expertise on AIX*
- *SAP infrastructure required consolidation and ability for on-demand capacity improvements*

The Solution

- *GHS Managed Services. 24x7 infrastructure support for Global SAP deployment*
- *Migration to updated Enterprise infrastructure*

Benefits

- *Reduced operational & Increased system availability*
- *Enabled IT to focus on application support for SAP - not IT infrastructure*

With these challenges in mind, University of Toronto looked to other vendors to address their infrastructure and infrastructure support requirements to meet the needs of their growing demands for SAP. They found their solution with GlassHouse Systems. GlassHouse Systems (GHS) and University of Toronto have been in business together for years as a result of the service level that GHS has provided to University of Toronto in system architecture and implementation. “Leveraging GHS for remote infrastructure support was a natural decision.” Says Pamela Harris, Senior Manager of Technical Services and Data Management.

GlassHouse Systems’ solution design, implementation and Managed Services addressed the challenges that University of Toronto was facing. Through a simplified SAP infrastructure and the introduction of GlassHouse Managed Services, University of Toronto has been able to reduce operational costs, increase systems availability and improve on the SLA for SAP. In addition, GlassHouse Systems expertise in UNIX, Linux, network and storage combined with their ITIL-based managed services process has significantly improved IT’s ability to accommodate the University’s demand for technology.

GlassHouse Systems Overview

Working with leading enterprises in Canada and the US, GlassHouse Systems (GHS) has been developing, designing, and deploying infrastructure solutions for over 20 years, and has become synonymous with infrastructure know-how and excellence in project delivery.

Recognized with industry leading awards every year, GHS translates this differentiation into positive client experiences. GHS delivers enterprise-level service and support, and provides highly experienced sales and technical team who have a keen understanding of both the technology and the client’s requirement for technology. Specializing in complex, enterprise infrastructure solutions, GHS focuses on developing long term client-focused relationships.

GlassHouse Systems Managed Services

GlassHouse Systems Managed Services is the practice of day to day IT management responsibilities that function as a strategic method for improving operations and cutting expenses. GHS Manage™ provides Remote Infrastructure Managed Services which includes the following:

- Capacity monitoring and alerting
- Performance monitoring and alerting
- Performance tuning
- Infrastructure and OS security
- Firmware and OS patching
- Security administration
- Problem Resolution and Change management
- Backup verification
- 24x7 Support

“We recently selected GlassHouse Systems for system architecture and implementation. Becoming a GlassHouse Managed Services customer was very natural. GlassHouse provides the skills and processes to ensure our systems perform at its optimal level. Our internal teams are no longer focused on maintaining technology but rather the development of the applications that help us grow.” - Pamela Harris, Senior Manager of Technical Services & Data Management

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