



PRESS RELEASE

Pirean becomes first European Managed service for IBM's new Tivoli Appliance AAA rated partner offers new Enterprise class Network and Application management service to help the mid market benefit from lower cost of ownership for critical IT

London, England – MONTH DAY, 2009 – Pirean, a leading delivery partner for IT Service and Security management, today became the first IBM Partner to offer managed services using new IBM Tivoli appliances launched on the 15th of OCTOBER. The Pirean Solution Assured Managed Service provides Pirean clients access to the IBM Tivoli Foundations Application and Service Manager appliances from as little as £1000 per month. Its managed services offering is aimed at organisations of up to 1000 staff, offering a turnkey solution which allows mid-sized businesses to embrace IBM Tivoli Software's enterprise class IT Service Management platform.

"Tivoli is a highly respected platform that many mid market organisations have often overlooked due to the perceived higher cost of implementation and licensing," comments Stuart Wilson, MD of Pirean, "IBM's new appliance model helps us to reduce implementation time in a medium sized Tivoli environment by around a third. This allows us to dedicate more resources to helping the client define and implement better processes and less time on the technical elements."

IBM Tivoli Foundations Application Manager appliance provides comprehensive monitoring, alerting, and reporting on the performance and availability of server operating systems, databases, and email applications, ensuring manageability of resources and automation to relieve the burden of manually monitoring the IT environment.

IBM Foundations Service Manager appliance enables automated service desk capabilities to identify and respond to performance issues faster and more accurately through IT Infrastructure Library (ITIL®) aligned service request, incident, and problem management processes. It can also significantly reduce the workload on IT support staff through a self-service and knowledge management portal that helps end-users proactively address their own issues.

Mike Cartwright, CTO for Pirean, who worked closely with IBM on the beta version of the Tivoli Appliances adds, "The appliances are all specified for high availability with full RAID and self healing capability while a number of new modules for network and application discovery have been created especially for the appliance to aid for rapid implementation on ongoing managed services."



Pirean provides a flexible offering allowing IBM Tivoli appliance clients to either integrate either device into their own service desk or to allow Pirean to run the system on their behalf as a completely managed service. Pirean has completed backend integration with IBM Tivoli appliances into its service support systems and help desk teams to allow seamless 24/7 support.

“By having a standardised hardware build and secure remote access capability, many of the most time consuming elements of a typical managed service have effectively been simplified.” Cartwright adds.

Pirean, a leading IBM Premier partner in Europe and the US, is also testing pre-loaded IBM Tivoli appliances with other applications including its own portfolio for Security Compliance and Access Management. “The network and system management space is pretty crowded but few can fault the features and quality of the Tivoli platform and IBM partner community, these new appliances will bring that expertise to a new market.” Wilson added.

In a recent whitepaper on the appliance market, Jon Collins from Analyst firm Freefrom Dynamics stated:

An area which is currently seeing a growing amount of interest is around appliances which have system management software pre-installed and (as much as possible) pre-configured. The key advantages of such appliances are centred on “simplicity”. As such tools are delivered as a hardware or software / virtual appliance they are, by their very nature, relatively straightforward to install and make operational. This in turn often supplies additional potential benefits through getting the systems management solution deployed rapidly.

Beyond the speed of implementation, an oft-mentioned advantage involves reducing the overhead associated with updating and maintaining the solution. In addition users need just be trained in the use of a single tool, thereby saving time and training costs. Some appliances do point out that they try to deliver “ease of use” and consistent interfaces to simplify usage.

Pirean will be running a number of workshops across the UK aimed at demonstrating to mid-market organisations the benefit of the new Tivoli Managed service.



About Pirean

Pirean is a leading systems integrator and consultancy delivering real-time business and service assurance through solutions for infrastructure and application management.

Working in partnership with Pirean, your business will quickly realise the full potential of your technology infrastructure. We focus on helping our clients to achieve their business goals and providing them ongoing support through proven capabilities in:

- Business Consulting
- Technology Consulting
- Software Development and Application Delivery
- Tailored Managed Services and Solution Assured Support

We deliver the visibility, control and automation capability that you need from your infrastructure and applications to deliver robust, highly available and streamlined business services while managing risk and compliance. Our unique blend of services and capabilities enable us to help you take a strategic view of your business; where you are, where you want to go and how to better leverage the resources you have to get there.

Pirean are one of Europe's Leading IBM Premier Business Partners, having been awarded IBM Tivoli's AAA Accreditations for a range of products in both the IT Service Management and Security portfolios. Accolades include the IBM 'Business Partner Innovation Award' and 'Beacon Award Finalist – Outstanding Service Management Tivoli Solution' in 2008 and 2009 respectively.

We deliver expert support for Infrastructure, Service and Security Management platforms using IBM technologies throughout the life of your solution from design and build through delivery and into ongoing performance improvement and support.

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