



## **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 of critical IT**

London, England – August 14th, 2009 – Pirean, a leading delivery partner for IT Service and Security management, today became the first IBM Business Partner to offer managed services using new IBM Tivoli Foundations Software Appliances. Launched on the 14<sup>th</sup> of August, the new offering forms an important part of Pirean's Solution Assured range of managed services. Supporting both the IBM Tivoli Foundations Application Manager and Service Manager appliances, the new turnkey service is aimed at organisations of up to 1000 staff; delivering a best of breed platform for IT Service Management remotely managed and maintained for a low monthly fee.

"Tivoli is a highly respected platform that many mid-market organisations have often overlooked due to the 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 more than a third. The IBM Tivoli Foundations Software Appliances not only support an unobtrusive, non-disruptive implementation, but they enable us to dedicate more time to helping the client define and implement better processes and less time on the technical delivery."

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 designed to be low maintenance and come with user-friendly 'one press' full system backup and restore buttons, as well as supporting RAID for increased service resilience."



Pirean provides a flexible offering allowing IBM Tivoli Foundations Software Appliance customers to either deploy or manage their own device 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, a number of the time consuming elements of a typical managed service have effectively been simplified.” Cartwright adds.

“As one of our leading business partners, Pirean has worked closely with IBM to ensure the Tivoli Foundations appliances will meet the needs of mid-sized companies,” said Don O’Toole, director of strategy, IBM Tivoli. “Pirean is furthering this work by taking an innovative approach to using Tivoli Foundations as the basis for network-delivered, managed services for service request management and application performance management.

Pirean, a leading IBM AAA accredited partner in Europe and US, is also looking to extend it’s use of IBM Tivoli Foundations Software Appliances with their own applications, including Compliance:One. “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.

“Mid-market companies with heterogeneous IT environments have traditionally been underserved with systems management, either because of the up-front expense, the complexity of available functionality or the challenges inherent in deployment. While there are a number of interesting and innovative options coming on stream, organisations will still need help and support from their partners, for the full value of systems management tools to be realised”, said Jon Collins, Managing Director of Freeform Dynamics.

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. The first events will take place on October 15<sup>th</sup> 2009 at both Edinburgh and London. For more information or to book a place, please visit [www.pirean.com/IBMTivoliAppliances.htm](http://www.pirean.com/IBMTivoliAppliances.htm)

The full IBM Tivoli Appliance press release is available here:

[http://www-01.ibm.com/cgi-bin/common/ssi/ssialias?infotype=an&subtype=ca&htmlfid=897/ENUS209-107&appname=isource&language=enus&open&cm\\_mmc=4773-\\_-n\\_-vrm\\_newsletter-\\_-10207\\_113026&cmibm\\_em=dm:0:1350918\)?](http://www-01.ibm.com/cgi-bin/common/ssi/ssialias?infotype=an&subtype=ca&htmlfid=897/ENUS209-107&appname=isource&language=enus&open&cm_mmc=4773-_-n_-vrm_newsletter-_-10207_113026&cmibm_em=dm:0:1350918)?)



### **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.

<http://www.pirean.com/>

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