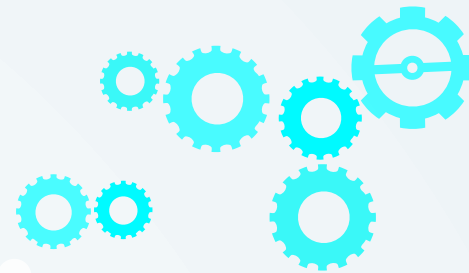# Enterprise Management
Services (EMS)

Consolidated Operations Management:

Most organizations have solutions in place to manage specific technologies and applications within their enterprise IT environment. While these tools tend to do a fairly good job of managing all of the components associated with your IT environment, we find that organizations are looking for methods to aggregate these tools into a single consolidated management platform and their desired result is the following:

Continue utilizing the same tools, thereby preserving their investments	Ease management of the tools, including a dashboard or "single pane of glass"	Analyze, correlate, map dependencies to achieve a more efficient and cost effective Operations Management

Systems Automation & Management

This includes solutions and services which permit the organization to manage and monitor its individual technologies, including servers, storage, networks, mobile devices, and applications. To ensure optimal efficiency and growth planning, firms may also expand their view to include systems patching, storage and server capacity, and network performance. We also observe increasing emphasis on mobile device management as well as provisioning, automation and self-service catalogs.

Operations Management

This includes solutions and services to help enterprises manage all of the key components and technologies in an aggregated fashion. Solutions in this area provide much more than just a simple dashboard with RYG status, — they offer a true manager-of-managers which, in addition to reporting availability and performing monitoring, incorporate functions to aggregate all events and alerts from all tools in the enterprise into actionable information, to drive the most efficient operations possible.

We also provide solutions for event correlation and consolidation as well as application dependency discovery and mapping. In addition, tools are also used to provide statistical and predictive analysis to provide future planning and trending to meet overall IT and business needs.

Visibility I Automation I Control

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Service Management

Vicom Service Management includes the consulting services and solutions that to ensure that the IT services provided adhere to the ITIL framework. This includes solutions to address and optimize the Service Catalog, Asset Management and the CMDB, as well as incident & Problem Management, and Change & Release Management.

Information Security Management

Vicom Information Security Management solutions offer the same concept at Operations Management—the ability to aggregate and take action from the information collected from a variety of tools—but focus specifically on the security of the enterprise. Our solutions offer the ability to aggregate, analyze and take action on consolidated security logs from servers, applications, network devices and firewalls, and provide for real-time feedback on security threats, vulnerability, and risk management.

We also offer solutions and services geared towards desktop and network compliance for governance, and comprehensive solutions for user identity and access management.

Why Vicom EMS?

Vicom's Enterprise Management Services (EMS) provide organizations with solutions and services needed to make sense of the various tools, information and logs that reside within enterprise IT datacenter environments. Vicom works with best-of-breed solution providers to select appropriate software and technology, and combine it with Vicom's comprehensive services and support, to ensure the most efficient operations management possible.

Please reach out to Vicom today and ask about of Enterprise Management Services (EMS) offerings, services and support. We help organizations make sense of the business of managing the enterprise.

Enterprise Management
Services (EMS)

Operations Management

- Availability and performance monitoring of all items within the IT enterprise—Manager of Managers

- Dashboard & single pane of glass for events and alerts from all tools

- Event correlation and consolidation

- Application dependency discovery mapping

Systems Automation & Management

- Availability and performance management

- Patch & capacity management

- Mobile device management

- Provisioning/self-service catalogs

Vicom EMS Offerings

Software, technology and services to manage enterprise datacenter environments

Solutions ranging from managing and monitoring individual components, technologies, & applications

Vicom consulting, architecture, implementation and support services to ensure efficient operations management

Information Security Management

- Security Information & Event Management

- Risk & Compliance Advisory Services (RCA)

- Identity & Access Management (IAM)

- Threat Management Services (TMS)

- Data Protection Services (DPS)

Service Management

- Service Catalog

- Asset Management & CMDB

- Incident & Problem Management

- Change & Release Management