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says TOWER CIO Tony Dixon.

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Service Management Axon’s full suite of infrastructure managed services span ITIL-compliant Service Desk and incident, problem, change, capacity and availability management, asset and PC/notebook management, Procurement and Lifecycle management. Axon offers unprecedented flexibility in delivering infrastructure managed services. We can blend with your teams as a full outsourced service depending on your business needs. We offer New Zealand’s first BMC ITSM 7 service desk for incident, problem and change management, and BMC’s Performance Manager for availability and capacity management. All are available for use by internal teams via our software as a service platform. **For more information visit www.axon.co.nz.**

TOWER CIO Tony Dixon is using Axon’s sophisticated remote performance monitoring service to reduce downtime. Optimised for virtual network environments, the new monitoring service gives the power to predict – and fix – potential problems before they even occur. Axon can see when TOWER needs more power or disk storage, and takes proactive measures. The new remote performance monitoring service is a key building block in Axon’s ‘making ICT easy’ strategy. Developments to date include a new service desk platform based on BMC’s latest service management products, and a new virtual data centre service.



TOWER has achieved an 80% reduction in downtime incidents across its 200 virtual servers by using Axon's remote monitoring service.

Called Axon Performance Manager, the service gives TOWER sophisticated real time monitoring of its virtualised operating environment. Performance Manager offers the latest BMC Performance Manager tools via the software as a service model, and includes highly customised support from Axon to deliver dramatic time, cost and quality improvements in managing virtualised infrastructures.

Axon implemented Performance Manager at TOWER following a major infrastructure upgrade that saw the virtualisation of 95% of TOWER's servers. Axon now receives proactive alerts on matters ranging from TOWER's hard drive capacity to CPU usage.

"We're able to predict what might go wrong, and take pre-emptive action," says Service Desk Operations Manager Chong Looi.

"When you just respond to problems, you spend so much time fixing things that need your attention now, there's no way you can be proactive. At TOWER we can deal with potential problems before they cause issues."

The number of infrastructure 'cases' – incidents dealt with by Axon – has almost halved at TOWER; a result of preventative maintenance.

"If a server does go down, we have its complete history and can troubleshoot very quickly, making it fast and easy to fix," Chong Looi says.

"The speed that we can diagnose and fix problems means we deliver a more effective and efficient service. This combination of preventative maintenance and speedy resolution is potent in terms of the customer experience it delivers."

Axon CEO Scott Green says the Performance Manager service removes the cost and complexity traditionally associated with monitoring services.

"This is not another set of infrastructure tools which only serve to overwhelm users with a flood of alerts," he says.

"Customers receive an alert before an issue causes a service disruption, but are not bombarded with unnecessary or trivial alerts that need to be sifted through to determine their relevance," Green says.

Axon charges on a monthly per CPU basis for Performance Manager. As well as comprehensive monitoring of virtual networks, Axon's Performance Manager service also offers physical server and application monitoring, and end-to-end monitoring of business application performance (from a user's point of view).

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