

ABOUT CAPTELL AUDIT

Background

Over the past few years, we have been asked by various organisations to conduct an audit on their IT infrastructure. This has usually been initiated with a view to identifying cost savings for the organisation, but quite often ends up with a review of their processes and procedures.

Automate reporting, innovate decisions

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Why do I need a Captell Audit?

In a “typical” IT organisation, infrastructure is obtained when new projects are initiated or when cyclic hardware refreshes occur. Over the years this has lead many organisations to have more infrastructure than they actually need, which in turn leads to higher expenditure than required to support their operational business. The audits we have conducted identify infrastructure in use and how well that infrastructure is being utilised. In many cases, we found that well over 60% of servers were either underutilised or simply not used at all, while other servers were over utilised causing an adverse impact on the supported business.

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For the organisations in question this was a revelation for several reasons:

1. because they simply didn't have a good handle on how much infrastructure they had;
2. the cost of running these underutilised resources was a burden they certainly didn't need in the current financial climate; and
3. they realised that their procedures could be improved to enable delivery of better services at a reduced cost to their clients.

In some cases, the scope of the problem was sufficiently large to warrant a complete review of their processes so that it couldn't happen again.

What we do

The critical tool in a **Captell Audit** is our flagship software “Captell”, which enables us to quickly analyse IT infrastructure and produce the necessary reports. We are able to utilise data from many common monitoring packages, such as CA Unicenter, Microsoft MOM or SCOM, Sitescope, or Tivoli. If your monitor is not listed, we can usually still process your data and, if you don't have sufficient monitoring in place, we can implement basic data collection utilising Microsoft Perfmon (a utility shipped with Microsoft operation systems).

Once sufficient data is obtained we process it with the Captell system to produce the basic reports, which we then tailor to meet your business requirements. We then analyse the report content with a view to reducing your ongoing IT infrastructure costs and improving IT service delivery.

The audit:ⁱ

- identifies all server resources in use by your organisation;
- reports the utilisation of these resources and, if sufficient data is available a forward projection will be made to determine when these resources are likely to be consumed;
- identifies the technical function (SQL Server, Domain controller, file and print etc.) being supported by each server;
- classifies each server as to the supported business function;
- makes suggestions as to consolidation and decommissioning of identified underutilised servers; and
- Makes suggestions for any process improvement with a view to avoiding future over expenditure.

The benefits of a Captell Audit

The benefits you will receive from a Captell audit may include:

- a better up-to-date understanding of what your current IT infrastructure is and how it is being utilised;
- a basic understanding of the near future requirements for your infrastructure;
- a potential reduction in costs associated with running your infrastructure, including hardware costs; software licensing costs; and environmental costs such as power and cooling etc; and
- where possible improved procedures, with a view to reusing existing IT infrastructure and reducing future costs.

As mentioned previously, the critical tool used by **Captell Audit** is our flagship Captell software package. We can either perform a **Captell Audit** at our offices by obtaining a copy of your capacity and performance data, or on site at your offices by installing our software on your hardware. At the end of any engagement we can remove the software or, once you have assessed firsthand the effectiveness of the Captell system, you may prefer to discuss retaining it to continue generating the reports with updated data. ⁱⁱ

About the Captell software

The Captell Enterprise software fully automates all management reporting. This includes (but is not limited to) supporting IT capacity, asset, incident, problem, change, release and service level management reports based on the ITIL frameworks, and infrastructure performance and utilisation reports for Mainframe, Midrange and Windows platforms.

About Captell Developments

We operate locally and overseas in a wide range of industry sectors, such as Federal and State government, health insurance, telco, education, financial and banking, insurance, mining, retail and law enforcement. Our portfolio of clients include IBM Australia, Rio Tinto, the Department of Employment and Workplace Relations, Medicare Australia, the Department of Immigration and Citizenship, Department of Veterans' Affairs, Northern Territory government, Bank West, William Hill UK and a large USA based supermarket chain.

The focus of Captell Developments is specifically on developing and maintaining automated reporting solutions, utilising our innovative Captell software. We can also provide specialised services to assist you with virtually any reporting requirement.

For more information contact Captell Developments via email, info@captelldevelopments.com or phone +61 (0)2 6100 8661.

ⁱ Sufficient technical and business data is required to deliver all outcomes of the audit process. These will be discussed further during pre engagement meetings.

ⁱⁱ Discounted Captell license fees apply.