The Computerworld Honors Program

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Final Copy of Case Study

Status:
Laureate

Year:
2013

Organization Name:
Nexthink

Organization URL:
www.nexthink.com

Project Name:
IT Infrastructure monitoring for the Paris Fire Brigade

Please select the category in which you are submitting your entry
Emerging Technology

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

Covering Paris and three surrounding departments, the Paris Fire Brigade (Brigade des Sapeurs Pompiers de Paris BSPP) fights fires and assists the population 24 hours/day. The BSPP receives 1.5 million calls/year, leading to 500,000 emergency interventions. With 8,500 firefighters and 80 locations, the BSPP is the largest fire brigade in Europe and the third largest urban fire brigade in the world following Tokyo and New York. Within the BSPP, the STI (Service des Télécommunications et de l'Informatique - IT and Telecommunications department) is composed of former firefighters who understand the various needs and operations of the BSPP. Providing emergency services to the population requires a flawless and secure IT infrastructure. The STI designs and manages the BSPP's IT infrastructure, ensuring the necessary resources are deployed to properly respond to emergencies. The BSPP uses over a hundred business applications and the most critical one is Adagio (Application of Diffusion of Computerized Alerts and Operations Management) developed in-house by the STI. Adagio covers the operational chain of interventions: taking an incoming call, dispatching resources,

monitoring operations, coordinating teams and finally writing reports. Adagio optimizes the resources of the BSPP. The BSPP has 3,000 PCs for operational and administrative use. The STI needed visibility of the performance and versions of applications installed, IT security risks, user profiles and privileges, and the use of unauthorized applications on all its PCs. Nexthink was selected to provide real-time monitoring, analysis and visualization of the performance of IT infrastructure from the end-user perspective. With Nexthink, problems are immediately detected and can be resolved before users are negatively impacted. For example, Nexthink was able to show that certain PCs were rebooting from lack of memory. Nexthink enables the STI to supervise its infrastructure and improve efficiency.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

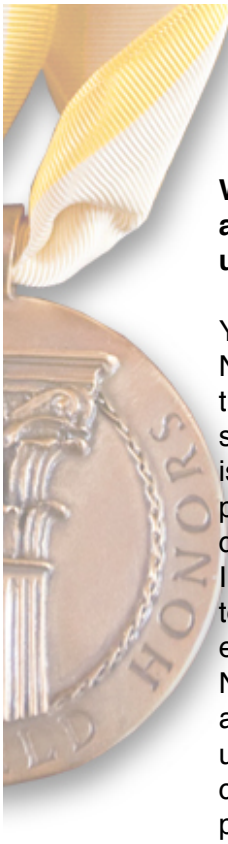
Nexthink was implemented in December 2012, following a proof of concept (POC).

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

The project has been deployed since December 2012.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

Nexthink helps the STI to understand the usage and quality of the functioning of its IT infrastructure, including 3,000 PCs in 80 disparate locations. There was a need to manage software updates, the problem of unauthorized applications and PCs not functioning properly as a result of applications using a lot of memory resources. Nexthink's monitoring and visualization simplifies the STI's daily work and reinforces the control of its IT infrastructure, improving its IT support and end-user service. Nexthink is a tool that complements existing IT investments and is capable of showing the STI exactly what is really happening in its infrastructure, so they can immediately pinpoint problems and respond. "With 80 sites, it was difficult to manage our IT infrastructure. We needed a solution to ensure the proper functioning of our IT systems and immediately detect any abnormal behavior that could negatively affect our IT systems and impact the level of service we provide to the population," said Captain Claude Pilatre, Director of Systems and Networks, STI, BSPP. "With Nexthink we are able to identify the uses and operating quality of our PCs but also ensure that they are updated to avoid future problems." "We have a very challenging job and the BSPP is continually contacted to help in emergency situations -- 1,400 times per day on average. We are at the service of the general population and must respond to emergencies in the shortest time possible. Nexthink helps us react is a proactive way, thanks to a new perspective of our infrastructure. It's a transversal tool that complements our existing IT tools and gives us instant visibility in order to respond as fast as possible," concluded Captain Pilatre.



Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

Yes. Having real-time visibility of an organization's IT infrastructure is a best practice. Nexthink believes the end-users stand in the middle of any services provided and that the end-user experience must be fully understood in order to improve the quality of those services. As IT becomes more agile (for example, incorporates cloud-based services), it is essential to monitor the end-user experience to understand how the IT services are performing. Nexthink provides the most advanced, intelligent, real-time monitoring, discovery and analytics from the end-user perspective across the enterprise IT Infrastructure. When Nexthink is added to their current toolset, IT departments are able to communicate faster and more effectively, therefore delivering better service to their end-users. Nexthink is used by many public-sector companies. For hospital customers, Nexthink is used to enhance security and management of clinical information systems and ensure the best patient care. For example, the CHUV, one of Switzerland's five university hospitals, selected Nexthink to monitor the usage of its workstations and its critical applications and servers to enhance the security, incident management, performance and availability of its clinical information systems. The ease of use of the information collated has allowed the CHUV to get an accurate picture of how its infrastructure is actually being used, which in turn has brought real gains in terms of time and human resources. Nexthink provides hospital system administrators quick access to the information they require and a permanent overview of both their information system as a whole and specific aspects of it from the point of view of their end-users.