



## ...about the Company

Avnet Technology Solutions- is a global technology sales and marketing organization and has sales divisions focused on specific customer segments and a selected line cards strategy enabling an exceptional level of attention to the needs of its customers and suppliers. In EMEA Avnet employs more than 1200 people in 25 locations. The IT-department is headquartered in Nettetal near Düsseldorf. Avnet was introduced to Tango/04 through German partner KEOS Software Service.

### Business Services Management (BSM)

A new discipline that aligns IT goals with business goals, linking IT elements explicitly to the business services that they support, enhancing the ability to effectively manage the IT infrastructure within a business context.

### When growth became a problem

The boom of information technologies in the 90's challenged Avnet as many other fast growing companies in ways that might have turned its successful growth into Avnet biggest problem. Paul Berger, 'Avnet Technology Solutions' IT Lead AS/400 remembers that period well. 'Because our IT infrastructure was getting more complex by the day, it became increasingly impossible to receive the right system alerts at the right time. We were continuously on the defensive, expecting the worst, and never able to anticipate problems. Because our company had become more and more dependent on our IT, problems were having repercussions that were felt all through the company. Problems with critical applications could have a deep impact within our environments.'

*'Tango/04's BSM solution has made us work more pro actively and has increased our service levels'*

### From challenge to solution

Tango/04's BSM solution allows companies of any size to manage business services like the website, billing processes and the CRM. It helps to raise awareness of critical processes and changes the IT infrastructure from a challenge into a solution. 'We now deal differently with any incident because we are more aware of weak points and can anticipate problems and prevent them from ever happening. It has made us work more pro actively and has increased the service level, not only of our IT department, but the company as a whole. Thanks to VISUAL Message Center, we can prevent almost all IT incidents from having a damaging impact on our systems.'

### Staying in control of your expenditures

Compared to other solutions Tango/04 is quick and easy to implement and does not require teams of consultants buzzing through your office for months on end. Business Services Management has become accessible for

## The Problem

Rapid growth increased IT infrastructure complexity which had a larger impact on overall business processes. Avnet had difficulties establishing critical processes due to amount of events and incidents.

## The Solution

Integral approach to monitoring using Tango/04 BSM monitoring solution

companies with strained budgets that want a quality solution for an accessible price. 'Like in any company of our size, there are always budget constraints and any big investments in new solutions require the okay of C-level management. But selling Tango/04 internally was no problem at all. It was easy to show the advantages to the executive board of having a solution that has a short implementation period, is good value for money and ROI that enables you to spot problems, determine their direct financial implications and nip them in the bud before they get out of hand. Tango/04 allows us to continuously keep our eye on the till.'

*'Thanks to BSM from Tango/04, we can prevent almost all IT incidents from having a damaging impact on our systems'*

**Avnet Technology Solutions uses Tango/04's BSM solution to align its IT infrastructure to its critical business services.**

- Elimination of downtime due to IT incidents
- Quicker response times to alert messages
- Clearer overview of the source and cause of system alerts
- Higher Service level, both internally and externally

### More information?

For whitepapers, data sheets and other information on Tango/04's solutions, please visit [www.tango04.com](http://www.tango04.com)

For more information on Avnet Technology Solutions, please visit [www.avnet.com/ts/emea](http://www.avnet.com/ts/emea)

**Tango/04 is changing the BSM landscape.**  
Controlling, protecting, predicting has become as easy as 1+2+3



The new trend in  
**monitoring strategies**