



Men's Wearhouse is empowered with easy-to-use tools

"With PATROL, we are empowered by a set of solutions for Microsoft Windows that are rich in features, scalable and help us proactively manage system resources."

James Tran
Senior Analyst, Enterprise
Management Services
Group
Men's Wearhouse

Organization: Men's Wearhouse
Headquarters: Houston, Texas
URL: www.menswearhouse.com
Industry: Distribution

About the organization: With 687 stores, The Men's Wearhouse is one of North America's largest retailers of men's apparel. The stores carry a full selection of designer, brand name and private label suits, sport coats, furnishings and accessories.

Challenge: Systems administrators were using a set of ad hoc tools, spending more time fixing problems than anticipating and preventing them.

Results:

- > Improved service levels
- > Achieved return on investment quickly
- > Reduced workloads

CHALLENGE

The Men's Wearhouse has a very diverse computing environment that supports their stores and e-commerce site. "We have both Unix and Microsoft Windows

platforms running everything from critical applications to file and print services. And we have a wide area network that supports stores across the United States," said James Tran, senior analyst for the Enterprise Management Services group of the Men's Wearhouse.

Tran went on to specifically describe their Microsoft environment, "Our Windows environment ranges from Windows 95 to Windows 2000. On the application side we have Microsoft Exchange Server and Microsoft SQL Server. We have Citrix servers and point of sales applications which support sales at the stores."

The system administrators at the Men's Wearhouse must ensure the availability of these servers and applications. "If the system is down, it directly affects the stores, perhaps even sales and it certainly doesn't help IT's image," Tran commented.

However, the Enterprise Management Services group faced many challenges delivering service to its customers. "System administrators were always busy fighting fires, using a set of ad hoc tools or no tools at all. There was no root cause analysis. When the same problems occurred again, they'd get fixed differently each time," explained Tran.

Customer's perspective

"We needed a tool to help us manage our applications and notify us when something is wrong because we must know about potential events before they happen," Tran stated.

SOLUTION

"Men's Wearhouse selected PATROL by BMC Software products to manage their Windows Servers environment. BMC Software Professional Services helped the Enterprise Management Services Group install and roll out the PATROL products. "They [Professional Services] make things happen in such a reasonably short time that we were able to achieve all of our objectives in rolling out PATROL in our Windows environment," Tran continued, "We could see the value of the return on investment quickly and with minimal impact to our environment. I have confidence in the product."

"I am particularly impressed with the efficient way in which the data collection occurs in PATROL now," commented Tran. "The new data structure and infrastructure of the PATROL software is very efficient in that it provides a centralized interface to monitor and manage the users accounts. It also monitors the different levels of securities and authentications of the user."

Tran went on to describe the most critical job of the Enterprise Management Services Group, "The most important thing for us is to maintain our systems and keep them up and running. For example, if our e-commerce Web site is down at the wrong time, it could drive away customers. The BMC Software tools provide us with the ability to better monitor and manage our computing resources, including our databases, point of sales, Citrix Servers, Exchange Servers, and file and print services. With the BMC Software tools we have the ability to monitor and maintain the IT infrastructure and applications at an optimum level with minimal down time."

Through PATROL Perform and PATROL Predict, The Men's Wearhouse was able to add performance management and capacity planning to its environment. Tran explained, "With historical data, the administrators can go back and find out what the problem that was in the past. And they gained the ability to do root cause analysis, capacity planning, predict additional capacity that we may need or analyze the performances of the servers."

"One of the important points of any tool is to have an easy to use interface that is familiar and that takes little time for the Windows NT system administrators to learn and use, so they can get to the information they need quickly," stated Tran. "In that respect, I think the BMC Software solutions for Windows are very successful. The BMC Software PATROL solutions for Windows have a new standardized interface that has the same Windows look and feel. And because our system administrators are familiar with the Windows interface, they are able to do their job more effectively now, with a reduced workload. They are empowered with a set of easy-to-use tools, and more importantly, they can be more proactive. This builds IT confidence, it makes customers happy and it keeps them happy; it's hard to put a value on all of those advantages."

Customer's perspective

"Through the implementation of BMC Software's PATROL solutions for the Microsoft Windows environment, we are empowered by a set of powerful tools – very rich in features, scalable and that address our need to effectively manage our system resources in a proactive manner," said Tran.

RESULTS

- > Improved service levels
- > Reduced learning curve
- > Achieved return on investment quickly with the use of BMC Software Professional Services
- > Reduced workloads

Customer's final words

"I won't hesitate to recommend using BMC Software because the company will always be around and, and it will stand behind its product," concluded Tran.

Key products used:

- > PATROL® Central Operator – Microsoft Windows Edition
- > PATROL Central Operator – Web Edition
- > PATROL Configuration Manager
- > PATROL for Microsoft Exchange Servers
- > PATROL for Microsoft SQL Servers
 - > PATROL for Microsoft Windows Servers
- > PATROL for Microsoft Windows Servers – Perform & Predict
- > PATROL Knowledge Module® for Event Management

Key services used:

- > BMC Software Professional Services



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