



Men's Wearhouse simplified its data management

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Katie Scully
Manager of Enterprise
Management Services
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: Proper system management is vital to predicting and planning capacity, and for preventing and fixing problems

Results:

- > Improved the speed of service delivery
- > Accelerated time to value
- > Improved security measures

CHALLENGE

The Enterprise Management Services group at the Men's Wearhouse delivers monitoring services to various departments within the company such as the systems administration, programming and development

groups. "We support monitoring environments in all of our computer rooms on all of the hardware. And we support monitoring our whole wide area network, including all of the routers and switches to all of our stores," said Katie Scully, the manager of the group.

The company's IT infrastructure is complicated and consists of multiple platforms, operating systems and databases. It also uses a variety of applications and middleware. It became increasingly difficult to manage and deliver services over this growing environment.

"The main complaint we heard was how slow we were getting our services out to our customers," explained Scully. "For example, without network modeling capabilities, it was taking longer than it should have to deliver systems, programs and point of sales systems for our customers to put out in the stores. We had no way to see how the servers would handle new applications. We were also swimming in event logs, fighting fires and nothing was proactive. We had no statistics on our servers, and no CPU or memory data; it was pretty chaotic."

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

"The main thing we noticed is that problems would occur because we could not do any data gathering or monitoring on our servers," stated Scully. "They were going down frequently and we had to come in at all hours of the night to get them back up again. It was a very hectic time for us."

SOLUTION

Men's Wearhouse selected various PATROL by BMC Software products. "I have looked at many other systems management solutions, but PATROL allows you to get the most granular. You can manage anything you want with it," Scully said. "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."

BMC Software Professional Services were engaged to do the implementation. Scully explained the group's involvement, "Professional Services did a very thorough analysis of our environment and helped us decide where implementation would least affect our production environment, while still solving our network issues."

"They helped us from beginning to end, through installation and education, and they're still available – I call them for technical support," stated Scully. "They would show up on time and work through the whole day. I am very pleased with what we received from them. It's hard to put a value on it, but I know that we could not have done this without them."

"Now we are able to monitor every aspect of our servers – from the hardware to the OS, to the individual components on the servers," said Scully.

"Administrators are now proactively managing events and this saves rebuilding time. They are better able to help the people who are actually using our programs in the stores; it really does speed things up as far as answering customer needs."

The Men's Wearhouse also has an e-commerce site, so security was an issue. Scully explained, "We are very security-minded, so we are really happy with the improvement in security in PATROL. Different groups

have different security needs and we are able to meet those with the five different levels of security in PATROL."

"Another enhancement is the new PATROL Central Operator Web Console. I can't tell you how it simplifies our job. You don't have to visit each machine and everyone has full control over their own consoles. The centralized management and administration allows us to be proactive and be much more efficient than before. There is no comparison."

Customer's perspective

Scully summarized the confidence they felt using BMC Software products, "Before we started using PATROL, the administrators would wait for back ups to finish before they went home. Now they have the confidence to leave. They know the environment and the network are being monitored and that they are going to be paged before something goes wrong. So you can go home feeling pretty good – confident that you are not going to have to come back."

RESULTS

- > Improved the speed of service delivery
- > Accelerated time to value through the use of BMC Software Professional Services
- > Improved security measures through the five levels of enhanced security available in PATROL
- > Simplified management and administration

Customer's final words

"Honestly, I do not know how somebody could get by without using PATROL. You save time, you save a lot of worry and you get your product and services out much faster," concluded Scully.

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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