

# Case Study – Mphasis' RIM tools and processes aiding transformation for clients

Function	Technology	Tools
Database/ Middleware/ Server Applications	Oracle, MS SQL, UDB DB2; IBM Websphere, BEA Web logic, Site Minder, Cognos, Vignette, DMX, Clarion, etc. Exchange, IIS	Perigrine Service Desk , ADMS, EON Paging, EBA, Native Tools in each technology like SymCLI, NaviCLI, Grid Control, etc.
Server and Systems Management	Windows 2000, CITRIX, HP Unix/AIX, RedHat Linux, Vmware; HACMP-Clusters; HP Service Guard and Volume Manager(VxVM)	Perigrine Service Desk, Remedy, ADMS, EON Paging; Opware (Patch Management) etc.
Storage & BUR	Tivoli, Netbackup, BrightStor, EMC CISCO Fabric Manager	TSM, Tivoli Storage Manager, Clarion (EMC) Storage Manager
OS Monitoring	Eye on Glass – 24*7 monitoring – Up/down status, Application monitoring, batch job monitoring, and reporting	EDS Tool – Virtual control centre (VCC), what's up gold, Solarwinds
Security Services	Network security, Email/spam filtering, internet security, content filtering	McAfee, Symantec, Blue Coat, Microsoft Forefront, Websense
Ticketing system	ITIL complaint workflow	Digital Workflow, HP Openview, Remedy, BMC Magic Express
Remote Access	Terminal server	Citrix and VPN client access, RSA two factor authentication

