



# Enhanced Operations Manager

*exceptional software, proven results*



*Complete and fully integrated management suite for improving the quality and productivity of your iSeries and OS/400 operations.*

## increase the value of

Want to cut your spend on operator overtime ?  
But still need more performance and better access to your information ? Talk to Novagem

Novagem's Enhanced Operations Manager (EOM) is a complete and fully integrated management suite that maximises your iSeries investment through improved productivity.

EOM delivers a smooth running service by eliminating unmanaged outages. It also facilitates remote operational support and enables interactive communication between staff using SMS and email.

And because it sits on the most available element of your system - your iSeries rather than a separate PC - your management gateway is always accessible.

### Payback in 9 months

*cut your cost of ownership and transform the performance of your system*

Our extensive blue-chip client base typically achieve payback and a substantial Return on Investment within 9 months of operation - then continue to save money year on year.

Novagem offers flexible deployment, licensing and support to maximise each client's RoI.

### Easy and quick

EOM solutions are highly customisable and intuitively useable. The service is easy and quick to install - most installations complete in a couple of hours.

The product suite comes with a quick-start guide, comprehensive online help and a full reference manual, together with the expert support of our helpdesk.

### Take control

EOM is based on the understanding that you want to control and automate your applications.

IS professionals like our product modularity and improved system availability - 99.999% is typically achieved.

Business users enjoy easy access to corporate data stored on the iSeries, enabling the whole organisation to work with information not previously accessible. This information can range from stock levels and unit prices through to client credit checks and job schedules.

The whole business benefits from intrinsic cost savings - usually around 30%.

# your iSeries

## Integrated Modularity

The EOM product suite comprises 5 modules for scheduling, monitoring and reporting on business and operational processes.

The modules offer a fully integrated solution or clients may choose to configure any combination of modules to meet their individual requirements :

### System Manager

Monitor every element of your system from one console.

### Communicator

Timely & accurate delivery of business information.

### Spool Manager

Total solution for report management & distribution.

### SLA Reporter

Accurate analysis of response and performance trends

### Scheduler

Automate job scheduling duties to ensure smooth and error free operations.



"My support staff were off-site when a serious problem occurred. EOM texted them and we were able to resolve the issue there and then."



## Operational Benefits

- cut costs and reduce dependency on scarce skills
  - remove the need to an overnight operator
  - automate regular functions
  - monitor all iSeries, AS/400, UNIX and Windows machines from one console
  - operational costs typically reduced by 30%
- achieve 99.999% availability by eliminating unmanaged system outages
- timely delivery of reports by SMS and email
- reduced work in progress.

## Business Benefits

- avoid information overload and work smarter
  - filter out mundane and irrelevant data
  - communicate business information, quickly
  - streamline your processes
  - schedule new jobs faster
- improve customer satisfaction through increased performance
- release skilled resource to work on more business critical objectives
- RoI in 9 months or less.

*full of functions and features to drive technology into your business and increase the value of your iSeries*

## Commitment to our customers

Novagem is an IBM Advanced ISV Business Partner with more than 15 years experience in the IBM midrange arena. Our extensive client-base crosses all market sectors, from SME to multinationals.

Novagem started life in the mid nineties as a provider of high availability facility management services. In the course of performing this service, Novagem recognised the need for a more flexible system management solution.

We have developed a suite of products that not only maximise service levels, but also create new opportunities for cost savings and value added

applications. These modules form the core of our Enhanced Operations Manager suite.

By leveraging our practical operational expertise we have been able to create solutions that meet real business issues.

Customer satisfaction is fundamental to our business. We are always committed to delivering the best quality and business driven solutions.

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