Case History: **01.06.06**

Pendragon Corporate Services

Many IT managers will tell you that hosted IT services are more about trust than technology. This being so, then the hosted service provider who manages clients' critical business applications, must be the ultimate example of the 'trusted supplier'. When that client is the UK Government, you know that the service provider must be a bit special.

Such is the case with Pendragon. For the past 7 years, Pendragon has provided Consultancy Services to both the Public & Private Sector, including high profile Government Departments, managing key servers and applications whilst providing penetration testing, secure networking and numerous other support services.

Central to Pendragon's role is the hosting of 20 or so servers (covering over 60 Government websites and numerous Charity and Private Sector systems) running a range of heavyweight applications (eg Oracle) plus front-end web management services the likes of Apache and Tomcat. All the applications are running flat out, web servers receiving up to 22 million hits per month (for the bewildered, that's 500 per minute), so monitoring and management are crucial. So crucial that Ian Poole, Pendragon's Technical Director, decided that they needed the very best application-monitoring tool available.

The search was not straightforward, though, with several contenders demonstrating incompatibility to a greater or lesser degree. Then, after a quick Google, Ian came across ManageEngine's Application Manager.

" We were pleasantly surprised," says Ian. "We hadn't heard of ManageEngine before but the features and the prices looked so good, we had to try it."

And try it he did. Having put Application Manager through its paces over an extended trial period, Ian came to the conclusion, "Some tools could meet some of our requirements some of the time, but Application Manager is without doubt the only software tool on the planet that can do the lot."

"Support was brilliant. We only had one small issue but the support team at Adventnet provided a piece of code that soon resolved the problem. Very quickly, Application Manager had helped iron out the bugs in the client's content management system and has become a vital element in our service delivery ever since."

"There's no room for error in this business. Increasingly stringent regulatory processes and governance policies will continue to make service levels a priority. Application Manager plays an important part in

keeping control of SLA's and, thanks to its reporting capabilities, we can respond to demands for accountability. Peace of mind is a wonderful thing!"

As the sun sets over Pendragons offices in Bristol, London & Cheltenham, the country rests peaceful in the knowledge that Pendragon and Application Manager are doing their bit to keep the wheels of government turning.

Pendragon Global Consulting

Pendragon provides a broad range of business services and consultancy, including IT management. Engineers and support teams possess an extensive range of experience and expertise. These include customised industry standard applications or bespoke systems developed from scratch. The focus is on optimised IT, ranging from properly configured and deployed desktop PCs through to fully integrated, enterprise-wide and future-proof solutions.

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