

CUSTOMER SUCCESS STORY:
PROCERGS

Brazilian State-Run IT Agency Helps Corporations Save Time and Money Via Network Management and Administration Services.



Customer Profile

Industry: Software Development
Company: PROCERGS, Brazil
Revenue: Not provided
Employees: Not provided

Business Impact Summary

Business:

PROCERGS is a public IT agency established by the State of Rio Grande do Sul, Brazil, to provide IT and network services. It is considered a pioneer in the use of free software, and is committed to exploring new and modern technologies for the good of the corporations and citizenry it serves.

Challenge:

To provide a central network management and administration services resource that could supply companies in Brazil with free access to its proprietary IT software; this third-party software would enable companies to better manage their assets without having to invest in process development, create an operating infrastructure of their own, or provide for costly staff education.

Solution:

PROCERGS, or Rio Grande do Sul State Data Processing Company, launched a new state-run service model called AGR - Administração e Gerência de Rede, Network Management and Administration - which developed a free, portal-based "pack" of network services that enable PROCERGS clients to manage their IT assets more efficiently and effectively, without having to build costly infrastructure in-house.

Result:

PROCERGS' clients that are based in multiple cities are saving money every day; they no longer need to send IT people on the road whenever a new application is launched or upgraded; clients have much more control over their networks with the monitoring and management tools they can now access; and clients can depend on greater business continuity as their networks now remain up and running.

Business

PROCERGS Serves as True Pioneer in Sharing Proprietary Software

According to Pier Roberto Riboni, general operation coordinator for PROCERGS, the public agency enjoys a privileged position in the State of Rio Grande do Sul, as well as throughout much of Brazil, when it comes to providing IT services. It is considered a pioneer in the use of free software, and is committed to exploring new and modern technologies. One such example was the agency's betting on Linux early on, when most other contemporaries shied away. "We believed in the expansion of Open Source and free solutions," says Riboni, "and we realized that the operating management of these resources would be vital, so we invested in the creation of AGR." This innovative service and its groundbreaking network management resources today have been implemented in five state agencies throughout Rio Grande do Sul, including the office of the Secretary of Environment and the State General Prosecutor Office.

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Pier Roberto Riboni
General Operation Coordinator

Challenge

The Challenge Was to Help State Companies Excel Without Expending the Cost

The main commitment for PROCERGS was to provide direct and value-driven assistance to the many public agencies, citizens and companies that use its products and services every day. "With AGR," states Riboni, "we intend to provide all public-owned companies with the conditions to manage their assets without the need to invest in process development, the creation of related operating infrastructure, or educating their staff. This is our job." According to Riboni, the change in today's technology focus, the spread of mobile computing, the proliferation of the Internet, the rise of the virtual office and other ever-evolving advancements have all helped raise the management issue. "We know the companies' difficulties," asserts Riboni, "and we believe AGR is an excellent option to solve them. We offer management services through 'packs' that vary according to the clients' needs and which fit in their IT budgets."

Solution

Comprehensive Network Monitoring Technology Helps Rio Grande do Sul Run Smoothly and Securely

So as to ensure the control and tracking of all its clients' networks, PROCERGS uses a NOC (Network Operating Center) that works 24 hours x 7 days/week x 365 days/year. It is equipped with 30 workstations, three monitoring screens (Linux technology), tools for experience logging, a trouble ticket system, a billboard application integrated with the helpdesk and various support areas. The result is not only an extremely secure, dependable and highly monitored network management infrastructure, but the positive effect of such watchful diligence ripples out to the public as well. "We provide services mainly to the public agencies of Rio Grande do Sul," explains Claudio Crosseti Dutra, COO of PROCERGS. "When we enhance these processes with AGR, we enhance the services provided to the people."

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Claudio Crosseti Dutra
Chief Operations Officer

With the adoption of AGR, PROCERGS clients can significantly reduce cost in several important ways.

CA Implements Management Solutions that Enable Better Access to Key Information

PROCERGS president, Marcos Mazoni, points to a partnership with CA as a driving force in ensuring the success of the launch of AGR. The state-run agency turned to Unicenter, CA's Project and Portfolio Management Solution. Among the services now offered as part of the AGR basic pack - which also mirror CA Unicenter's management modules - are event management, resource monitoring, inventory, software distribution, remote control and antivirus. Says Riboni: "With the help of Unicenter, we can offer central though independent access and visualization, and we are confident that each client has restricted and secure access to its own information only." This was obviously a critical factor if state agencies were to share a technology space. In addition, adds Riboni, Unicenter automates various tasks that used to demand a lot of time and money. Using Unicenter, AGR created a special access portal and "through this portal," demonstrates Riboni, "clients can keep track of their network status, in addition to making requirements, such as the upgrade of a program."

Result

Technology Is Deployed to Decrease Costs and Ensure Greater Business Continuity

If you ask COO Claudio Crosseti Dutra, the most attractive benefit to AGR has been, no doubt, cost reduction. With the adoption of AGR, states Dutra, PROCERGS clients can significantly reduce cost in several important ways:

- Assurance of business continuity
- Increased communication
- Decreased disruption and downtime
- Rollback of required staff
- Simplified software deployment
- Expedited hardware disinfection

Ultimately, every day Dutra sees his clients experience lower TCO - Total Cost of Ownership - in their technology investments. He credits these tangible savings to the network management and administration services he can now offer them through AGR.

CA can help your enterprise realize the full power of IT to achieve your business goals. To learn more, and see how CA software solutions enable other companies to unify and simplify their IT management, visit ca.com/customers.