

# Algar Tech Improves IT Service Management with CA Technologies Solutions



## CLIENT PROFILE

**Industry:** Technology  
**Company:** Algar Tech  
**Members:** 14,000  
**Revenue:** R\$ 900 million (2015)

## BUSINESS

Algar Tech provides comprehensive IT and business process outsourcing solutions. The company is part of Grupo Algar, which was established more than 85 years ago in Brazil. The company has offices throughout Latin America, in Argentina, Colombia and Chile.

## CHALLENGE

Algar Tech needed a single integrated and automated platform to monitor its entire IT infrastructure for customers and members.

## SOLUTION

To enable unified and comprehensive management and administration, Algar Tech implemented CA Unified Infrastructure Management and CA Service Desk Manager.

## BENEFIT

Algar Tech has improved business management, operational performance, productivity and cost management, while facilitating smarter decision-making both internally and with clients.

## Business

One of Gartner's top 200 IT companies in the world

Algar Tech provides comprehensive IT and business process outsourcing solutions in Brazil and throughout Latin America, across countries such as Colombia, Argentina and Chile. The company is part of Grupo Algar, which was established more than 85 years ago. Algar Tech has approximately 14,000 employees, known internally as 'members'.

The company provides IT infrastructure and management services, business apps and customer relationship management services with customers and digital businesses. It is rated amongst the top 200 IT service companies in the world, according to a survey released by Gartner and has more than 400 corporate clients.

With two decades of expertise in this market, Algar Tech is one of the top providers of service desk and management services in Brazil, and the first ISO 20000 and HDI Support Center certified company in Latin America. Algar Tech has offices in more than 4,100 cities in Latin America and provides services in six languages (Portuguese, English, German, Japanese, French and Spanish), with more than 7,500 job roles.

## Challenge

Unified and automated IT and administration management

Algar Tech was facing several challenges: retaining and growing its customer base, consolidating and expanding its international growth, providing innovative digital solutions and growing its presence in south and north-east Brazil.

The company also needed a comprehensive management and administration solution for its IT environments across all regions and for all 14,000 members. The company needed a solution that would provide its customers with good IT service management across IT Infrastructure, service desk and network operations center (NOC) solutions.

"If IT management is inadequate, it can negatively affect the business," says Oswaldo Brancaglione, Head of Management Services at Algar Tech. "Faulty and inefficient IT devices have a negative impact on service, therefore it is very important to monitor both IT performance and assets."

The company also needed a solution capable of automation, which is crucial for operational efficiency, especially when dealing with incidents.

The company also needed to be able to:

- Identify root causes of IT issues
- Adopt a unified NOC platform to monitor customers' IT infrastructures
- Adopt a unified platform that would provide IT operational and executive dashboards
- Establish a portfolio strategy for providing NOC services to retain its competitive advantage
- Maintain a high level of availability for business operations and processes
- Increase productivity to improve business outcomes.

"Faulty and inefficient IT devices have a negative impact on service, therefore it is very important to monitor both IT performance and assets."

### Oswaldo Brancaglione

Head of Management Services,  
Algar Tech

## Solution

A highly available and efficient system to safeguard business growth

Algar Tech needed a comprehensive solution with a reputation for excellence. “We were looking for a partner like CA Technologies that was capable of developing automated solutions that would integrate with our customers’ applications. The solution also needed to integrate with multiple backend solutions for ITSM ([IT Service Management](#)), offer high performance levels and enable rapid adoption,” explains Brancaglione.

CA Unified Infrastructure Management and CA Service Desk Manager are robust and scalable, while being user friendly and easy to navigate. They offer high performance and agility both to implement and in terms of keeping business apps available.

The solutions also improve the user experience and provide a mobile and multi-channel interface.

The solutions support several kinds of operations:

- CA Unified Infrastructure Management and CA Service Desk Manager support web apps, virtual and physical servers, cloud environments, big data, operational systems, databases, messaging systems and network assets (such as switches, routers, firewalls, storage systems and customers’ business apps)
- CA Unified Infrastructure Management and CA Service Desk Manager monitor and manage customers across the finance, health, education, industry, government and telecoms sectors, among others.

CA Unified Infrastructure Management manages 5,060 assets in total (both corporate and customer assets), while CA Service Desk Manager helps manage members in 7,500 job roles and supports the 14,000 corporate users and 150 customers who use the solution.

“CA Unified Infrastructure Management is used for proactive monitoring, displaying information and alerts about the status of our critical systems. This is monitored 24x7 by the support team,” says Brancaglione. “They can also assess our infrastructure’s performance via reports and dashboards to make more informed decisions. CA Service Desk Manager generates proactive and reactive data regarding the delivery and management of IT services, with 24x7 availability via reports and dashboards to help decision making.”

The solution enables Algar Tech to keep delivering efficient services by taking a proactive approach to IT environment management. It also enables it to assess future investment needs based on IT asset performance, while delivering the best-fit IT service level for the business’s needs.

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## Benefit

Automation delivers greater productivity and cost control

“The CA Technologies solutions help us manage our business and track operational performance, productivity and cost management.”

**Oswaldo Brancaglione**

Head of Management Services,  
Algar Tech

The CA Technologies solutions provide reliable, secure and highly available IT systems to help it support business operations and achieve IT and business goals.

The company has increased efficiency by controlling costs. “By providing executive reports and dashboards with visualizations of operations relating to internal and customers’ systems, the CA Technologies solutions help us manage our business and track operational performance, productivity and cost management. They also help us and our customers make smarter decisions to help us achieve our goals,” reveals Brancaglione.

The solutions also enable:

- Proactive and reactive management
- Demand management
- More agile service delivery
- Automation
- Cost reduction
- Greater productivity and satisfaction for the customers’ users
- Higher availability of business systems
- Multi-tenancy to enable Algar Tech to monitor customer systems in a secure and personalized environment
- Integrated multi-channel facilities with a mobile interface, remote access, chat and self-service solutions
- Ease of use, both for engineers and end users
- Integration between IT service management and unified infrastructure solutions.



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