Merit Increases Competitive Advantage with Customised Monitoring Services Based on CA Unified Infrastructure Management

CLIENT PROFILE
Industry: IT
Company: Merit
Employees: Approximately 300

BUSINESS
Founded in 2004, Merit offers consultancy and professional services around the Infor M3 Enterprise Resource Planning (ERP) system. The company also manages and operates customers’ ERP application environments.

CHALLENGE
To deliver highly customised services that meet the needs of each of its individual customers, Merit needed to deploy an extensible monitoring solution that would also enable future innovation.

SOLUTION
CA Unified Infrastructure Management allows Merit to monitor customers’ ERP environments along with its own internal infrastructure based on different parameters. The solution issues alerts when performance or operational thresholds are breached.

BENEFIT
Merit can minimise downtime for customers’ ERP systems, while delivering innovative services that differentiate itself in the marketplace. Both new customers and services can be assimilated more rapidly.
Merit, subsidiary of Merit Globe, provides consultancy and professional services around the Infor M3 Enterprise Resource Planning (ERP) system. As well as building and optimising bespoke Infor M3 solutions for customers, the company also manages and operates customers’ M3 application environments, which are deployed in the customers’ own premises or within a hosting partner’s environment.

Founded in 2004, Merit’s 300 staff members serve 500 customers in 18 countries from offices in nine locations, mainly across Europe. Merit’s clients are typically manufacturing and/or distributing companies, ranging from major internationals with more than 1,000 employees, to small- and medium-sized local businesses.

With the ERP platform vital to the smooth running of many of Merit’s customers’ businesses, the company developed a range of solutions to improve usability and extend functionality. Brought together as part of the Merit Portal, the solutions encompass Business Intelligence, Enterprise Mobility and Business Partner Collaboration and streamline core business processes.

For example, one solution provides end users with access to the information needed for processing orders, deliveries and inventories from within their warehouse. “Warehouse workers can capture information while in the warehouse using mobile devices, such as handheld scanners,” reveals Mikael Ahlberg, Technical Manager at Merit.

Merit prides itself on a deep understanding of its customers and the industries they operate in. This insight allows the company to deliver tailored monitoring services that can meet the needs of different customers.

“We had one customer that wanted to improve fiscal control by checking invoices were in the correct sequence with none missing,” reveals Ahlberg. “The invoice number was only in the file name and not in the file itself, which meant we needed to find a bespoke solution.”

As a customer-focused company, Merit is continually looking for new ways to deliver added value to both individual and multiple customers. “There were lots of new monitoring capabilities we wanted to offer as part of our services, particularly in relation to ERP system monitoring,” notes Ahlberg.

After assessing a number of leading monitoring tools, Merit chose the highly extensible CA Unified Infrastructure Management. As Ahlberg confirms, “We could see that CA Unified Infrastructure Management was easy to adapt and could help us turn our visions into real services.”

In early 2010, Merit deployed CA Unified Infrastructure Management to strengthen its monitoring services. “The CA Technologies solution was very easy to install, set up and configure,” adds Ahlberg. “And because it’s a very easy tool to use, we were able to get our team up and running very quickly.”

Business
Improving the operational efficiency of manufacturing companies

Challenge
Delivering added value through customised monitoring

Solution
Centralised monitoring of multiple parameters and platforms
CA Unified Infrastructure Management allows Merit to easily monitor the ERP application environments for customers along with its own Merit Portal and internal infrastructure.

Out-of-the-box probes monitor specific service status parameters within the environments and generate an alarm whenever a parameter exceeds its limits. “If a job on the ERP system stops we can start it up again without the customer even noticing,” comments Ahlberg. “The job would be down for no more than five minutes.”

The extensibility afforded by the solution’s Service Development Kit (SDK) makes it easy for Merit to build new probes to monitor new parameters.

“The openness of the SDK makes the process of building new probes in different programming languages very simple,” explains Ahlberg. “CA Unified Infrastructure Management is open for both development and for communicating with other platforms.”

CA Unified Infrastructure Management has even enabled Merit to build the invoice monitoring probe required by its customer. The probe now issues an alarm whenever an invoice is missing or out of sequence.

Using CA Unified Infrastructure Management, Merit plans to continue to extend its monitoring services, as Ahlberg explains, “CA Technologies is really taking this product to the next level. As the solution continues to evolve, it will continue to strengthen our own offering. It will allow us to add more services for our customers, giving them more stability on their systems.”

Thanks to the new solution, Merit’s customers enjoy a very high level of availability on their ERP systems. As Ahlberg explains, “CA Unified Infrastructure Management is invaluable to our customers because it keeps their systems up and running at all times during business hours.”

CA Unified Infrastructure Management has also improved invaluable to Merit, for example enabling it to accelerate the onboarding of new customers and services. As a result, the company has been able to:

- Improve productivity and utilisation of resources
- Maximise competitive advantage and encourage innovation
- Deliver a higher level of service to its customers.

Ahlberg concludes, “CA Unified Infrastructure Management helps us turn our ideas into real services that we can deliver to our customer, which helps to increase their satisfaction and our competitiveness.”
CA Technologies helps customers succeed in a future where every business – from apparel to energy – is being rewritten by software. With CA software at the center of their IT strategy, organizations can leverage the technology that changes the way we live – from the data center to the mobile device. Our software and solutions help our customers thrive in the new application economy by delivering the means to deploy, monitor, and secure their applications and infrastructure. To learn more about our customer success programs, visit ca.com/customer-success. For more information about CA Technologies go to ca.com.