

OPTIMIZING IT FOR MANAGING THE NAVY'S FACILITIES

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DON OMURA, CHIEF OPERATING OFFICER, TRM

INDUSTRY

Government

CHALLENGE

Deploy a large-scale, end-to-end enterprise solution to replace disparate systems and better align organizational goals and business processes with IT capabilities and initiatives. Optimize the delivery and management of IT operations while managing costs, risks, and compliance – upfront and throughout the system’s entire lifecycle.

SOLUTION

Mercury Business Technology Optimization (BTO) solutions, including Mercury Quality Center and Mercury Performance Center for application delivery and Mercury Business Availability Center for application management.

BUSINESS VALUE

- Improved alignment of IT with organizational goals.
- Decreased operations and maintenance costs.
- Maximized future value of IT.
- Increased information availability.
- Extended asset and human resource utilization.
- Improved mission capacity and operational availability.

For help optimizing critical IT functions in a massive system consolidation project for the Naval Facilities Engineering Command (NAVFAC), prime contractor Total Resource Management, Inc. (TRM) turned to Mercury and its portfolio of Business Technology Optimization (BTO) solutions. Since the project involves replacing NAVFAC’s disparate systems with a uniform standard, there are mammoth needs for optimization both in application delivery and application management. Mercury solutions are fulfilling all these needs, helping TRM streamline and consolidate NAVFAC’s enterprise applications and systems.

STANDARDIZING AND CONSOLIDATING MANY DISPARATE SYSTEMS POSE ENORMOUS CHALLENGES

NAVFAC, the U.S. Navy’s facility engineering group, is committed to combat readiness for the Navy and Marine Corps. In the past NAVFAC’s 13,000 military, civilians, and contractors used an array of independent systems running MRO Software’s Maximo asset management application to provide facilities planning, engineering, acquisition, and public works services around the world. To streamline operations, the Chief of Naval Installations mandated the development of a single end-to-end enterprise system called Single Platform Maximo® (SPM) to replace all the legacy systems. Besides reducing operations and maintenance costs, the project was designed to create more consistent processes and improve decision-making across NAVFAC. In addition, by better aligning organizational goals and business processes with IT capabilities and initiatives, it was also designed to maximize the future value of IT, increase information availability, extend both asset and human resource utilization, and increase mission capacity and operational availability.

To lead this effort, NAVFAC engaged the services of TRM, a consulting and system integration company that specializes in improving the management and performance of enterprise assets. TRM faced enormous obstacles in standardizing and consolidating all the Maximo instances. The systems and their 10,000 users are located throughout the U.S. and the scope of the project will eventually include Europe and Asia as well, covering 14 time zones. Since Maximo is a mission-critical application, the replacement process had to be carefully planned and executed so that it could be accomplished without unscheduled downtime or performance degradation.

With so much at stake and so daunting an undertaking to plan and execute, NAVFAC and TRM turned to Mercury BTO solutions for help. “Successful IT consolidations such as the SPM project typically require significant amounts of time and effort in documenting and mapping all the business applications and their dependency on the IT assets,” explains Don Omura, TRM chief operating officer. “So when a consolidation

is executed, it does not impact the business applications or the end users they support. That's why NAVFAC turned to Mercury's BTO software. The BTO offerings put NAVFAC in charge of managing configuration changes, expediting its consolidation process and bringing accuracy and certainty to schedules and costs. It also will help NAVFAC ensure the equivalency of environments after the consolidation is complete. In short, the Mercury BTO software enables fast and efficient impact analysis and better alignment of IT assets with NAVFAC's consolidation goals."

MERCURY APPLICATION DELIVERY SOLUTIONS HELP PREPARE SPM SYSTEMS FOR DEPLOYMENT

Mercury solutions are central to the two phases in the BTO strategy that TRM developed to support NAVFAC's mission: application delivery and application management.

The application delivery phase combines best practices with Mercury Quality Center™ and Mercury Performance Center™. These solutions are used before deploying a system to implement quality, functional and regression testing; application and network infrastructure testing; network fine-tuning and ongoing performance benchmarking; and to capture important data that is then translated into key performance indicators. Ultimately the SPM team makes a go/no-go decision based on real-time quality and performance metrics presented in the Mercury application delivery dashboards, which indicate whether the targets have been met.

Before going live with a new site or major software release, the team uses Mercury LoadRunner® to test the SPM system under a variety of stressful conditions that could arise in real-world usage. This testing uncovers potential bottlenecks, thereby minimizing risk of system unavailability after go-live.

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MERCURY APPLICATION MANAGEMENT SOLUTIONS HELP MAINTAIN SPM SYSTEM EXCELLENCE

The second phase, application management, occurs once a system has been deployed or upgrades are complete. In this phase, the SPM team ascertains that the service-level targets that were originally defined, benchmarked, and established are still being met. With Mercury Business Availability Center™, the team monitors end-to-end system performance, diagnoses performance bottlenecks, and manages service-level targets for the SPM community.

"Mercury Business Availability Center enables us to bring all the stakeholders to a common portal of real-time performance and availability metrics," says Jim Miwa, TRM vice president of systems engineering. "This insures that we are immediately on top of a situation if performance levels dip below acceptable thresholds."

SPM has now become the single most complex application in NAVFAC's portfolio, with the greatest number of users. NAVFAC's dramatic organizational transformation continues to affect a vast number of people, and the SPM team continues to add increased functionality and integration to help the Navy provide the best facilities support possible. As each step in the program achieves success, NAVFAC – always alert for ways to optimize even further with Mercury BTO offerings – develops plans for new integration efforts to allow users to better accomplish their daily work.

PRODUCT HIGHLIGHTS

- Mercury Quality Center helps NAVFAC optimize and automate key quality activities, including test management, requirements and defects tracking, functional testing and regression testing, and business-process design validation.
- Mercury Performance Center optimizes application performance in pre-production, helping ensure that SPM will scale to support the right number of users, transaction volumes, and performance levels.
- Mercury LoadRunner equips NAVFAC to obtain an accurate picture of end-to-end system performance, verify that SPM meets specified performance requirements, and identify and eliminate performance bottlenecks during the development lifecycle.
- Mercury Business Availability Center proactively manages the availability and performance of SPM from an end-user perspective. It helps NAVFAC immediately identify any issues or problems that arise, often before the end user is impacted, and quickly resolve them. Mercury Business Availability Center provides continuous, around-the-clock monitoring of the actual production instance, collecting SPM metrics and data while users are placing real load on the system through business process monitors strategically placed at various sites.

MERCURY

Mercury is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business outcome of IT.
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