

## CHARTER GLOBAL

The Charter Global team delivers proven value to customers:

**We provide:**

- Planning
- Design
- Deployment Support
- Operational Support

Services for Charter Global Products

## SITUATION

**Customers ask: how to evolve existing investments** to address a new range of challenges posed by convergence of networks, applications and workflow?

Up until now networks, applications and most workflows were developed and operated in 'silos.' Today they need to be fused together and operated holistically and seamlessly.

## SOLUTION

Charter Global provides expertise to customers to assist in merging networks, applications and workflow to unify their real-time view and, therefore, act pro-actively and respond.

### MEASURE: Networks, Applications and Workflow

Today's overriding need is to measure: your networks, your applications, your workflow processes in order to respond to issues that have already occurred. The overwhelming need to develop a uniform methodology to measure networks, applications and workflow consistently.

Charter Global's Micromuse experienced staff can help you to:

- Install, Configure, Operate and Support Micromuse products
- Provide Staffing Support to augment your team

### MONITOR: Networks, Applications and Workflow

Customers want to be pro-active. They want to identify conditions that are not yet incidents but are drifting towards an outage situation. Customers want to Identify, Isolate and Respond to a collection of not-yet-error situations and be pro-active thus pre-empting a degradation or an outage.

Charter Global's Micromuse experienced staff can help you to:

- Define profiles to manage problems before outages occur
- Customize Micromuse products for monitoring best-practices

### MANAGE: Networks, Monitor and Workflow

Customers want to manage, not in silos, but holistically and they want to use workflow to integrate to their business processes. A workflow enabled measurement and management positions customers to react swiftly across their impacted systems.

Charter Global's Micromuse experienced staff can help you to:

- Develop Methods and Procedures to create actionable triggers
- Integrate with different systems: Trouble, Change & Notifications



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