

End-to-End IT Service Quality: NEXThink, delivering the missing link!

Basel, May 19th 2011

Schedule

Topics

Speakers

08:30 – 09:00

Registration and welcome coffee

09:00 – 09:15

Introduction: Desktop visibility, a know unknown

Client management requirements are changing as the corporate PC evolves. After a review of today's challenges to deliver and maintain high-quality desktop infrastructure to your end-user, this session presents how to address the key success factors to focus on continuous desktop service improvement and migration to virtual environments.

Georg Brandl

Vice President Central Europe
NEXThink SA

09:15– 09:40

Customer Case Study "Establishing an integrated view on infrastructure" (GER)

Markus Zürcher

Leiter Region Middle Europe
AXA Technology Services AG

Managing the end-user desktop experience...

09:40-10:10

...in a high-productivity world

Most organizations are taking some measures to understand how well PCs perform such as with scripted robots and recent investments to enhance infrastructure monitoring (networks, servers, database and applications). But without success!... as still 70% of the performance issues are coming from users calling helpdesk, not from their monitoring tools (ref. Forrester). This session presents why real-time desktop performance monitoring is an essential link to finally reach true end-to-end service quality management.

Makram Hanin

Managing Director
adhoc International

10:10-10:40

...in a trusted world

According to market analysts 90% of attacks are made on known client vulnerabilities for which a patch is available. Another well known weakness is from former employees who still have access to your system, when you don't expect them to be able to. This session present how with real-time desktop compliance control you can take command of your desktop security over time. Keep yourself informed of application anomalies and non-standard configurations with automatic email alerts and continuous audit reports to ensure compliance with corporate security policies and standards.

Didier Assandri

Managing Director
SOLVIS

NEXThink Technology in action

10:40-11:10
30'Demo

See how customers' use cases and best practices from market experts can apply in real-world implementations using NEXThink technology. This session will present live demonstration of end-to-end performance and security compliance monitoring integrations in both standard and virtual desktop infrastructure.

Guido Oswald

Solution Specialist
NEXThink SA

11:10-11:30

Closing, Q&A Session & Apéritif