

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

Basel, May 19th 2011

Schedule

Topics

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.

09:15 – 09:40

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

Managing the end-user desktop experience...

09:40-10:10

...in a high-productivity world

20' Pres. & 10' QA

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.

10:10-10:40

...in a trusted world

20' Pres. & 10' QA

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.

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.

11:10-11:30

Closing, Q&A Session & Apéritif

Speakers

Georg Brandl

Vice President Central Europe
NEXThink SA

Wanner Manfred

Head Ordering and Material
AXA Technology Services AG

Makram Hanin

Managing Director
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Didier Assandri

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