



Umeå University

Learn how Umeå University have significantly reduced downtime and Mean Time to Resolution by delivering relevant and accessible IT Operations data to a wide-ranging audience, all through a single-pane-of-glass UI.





50%

Reduction in
MTTR

(Mean Time to Resolution)

25%

Reduction in
Downtime

“Few vendors have such an active community as Squared Up and this, together with the regular technical content they produce, has helped us make rapid progress with the product and deliver real results, fast.”

Jan Pettersson, Umeå University.



Umeå University

Umeå University is Sweden's fifth oldest university and has a strong international presence with students, teachers and researchers from all over the world.

Location: Umeå, Sweden

Established: 1965

Staff: 4,000 +

Students: 30,000 +

Customer Date: March 2016

License: ESP 10



IT Environment

Servers:	1,000	
Windows:	250	
Linux:	750	
Applications:	500 +	
IT operations staff:	30	
Key monitoring tools:	Squared Up SCOM 2016	
Technology stack includes:	Veeam VMware	Citrix MPs
Additional data integrations:	Service Desk+	In-house CMBD
Squared Up Advanced Features:	Visio Diagrams iFrames	Data on Demand SQL Tile

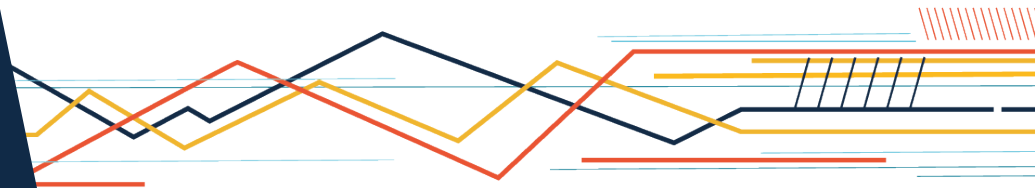
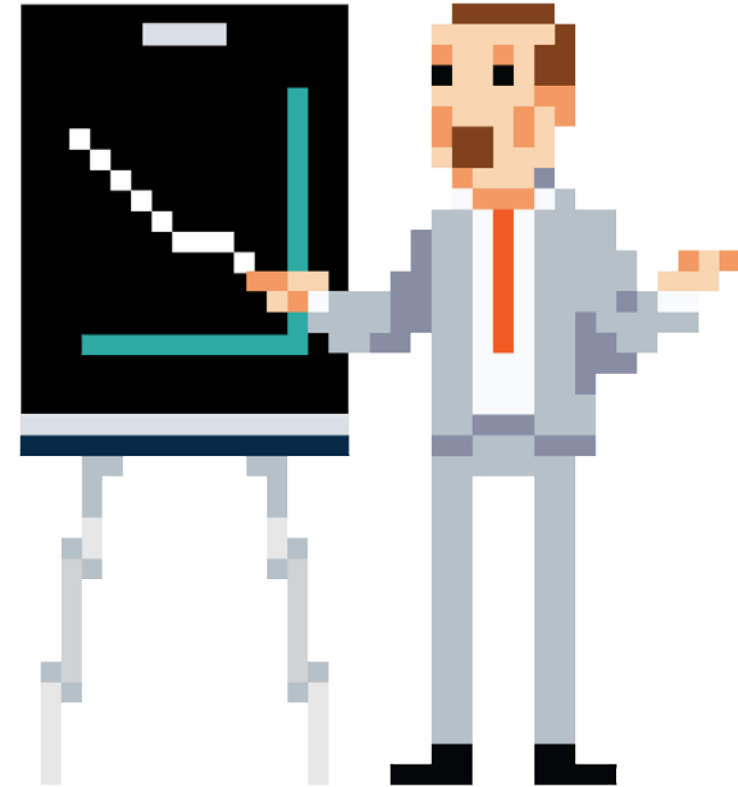


The Challenge

Umeå University wanted to publish dashboards to users at every level of the IT organization, tailoring insights for different audiences so that only relevant information was displayed to each.

Key Requirements

- Deliver dashboards at a managerial level.
- Publish dashboards to end users via an internal web portal.
- Surface application availability to the organization.



Sharing Insights

Umeå University quickly realised that the flexibility and easy customisation of Squared Up would allow them to surface relevant and highly-contextualised IT monitoring data in an easily digestible format to multiple different teams.



Application Admins



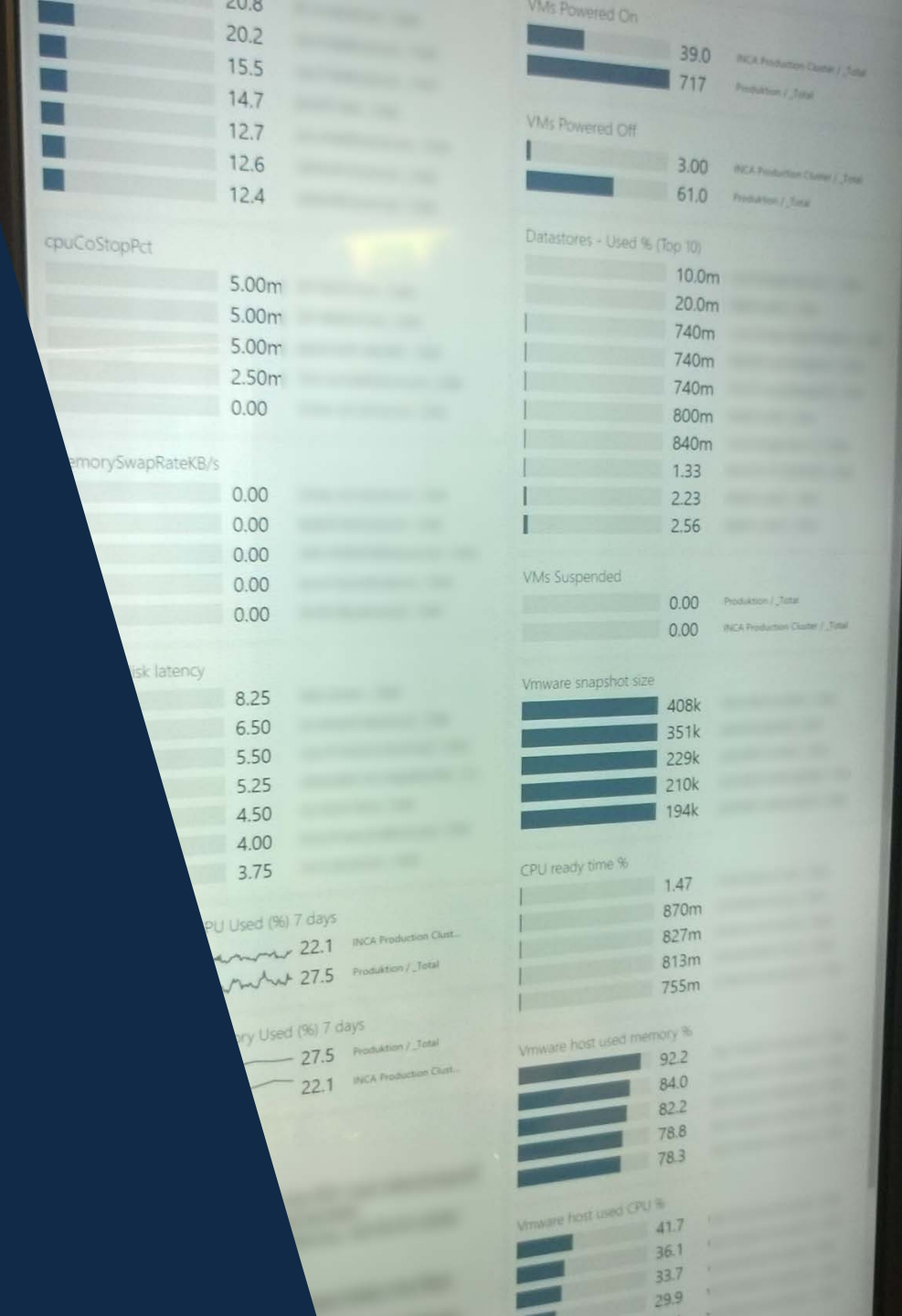
IT Admins



Service Desk



Directors

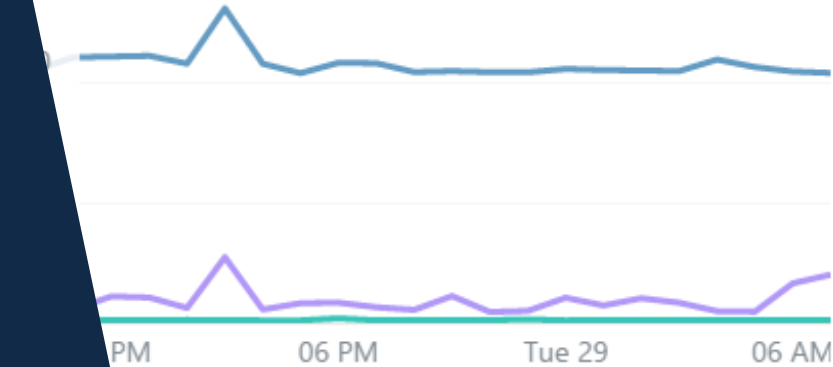


The Results

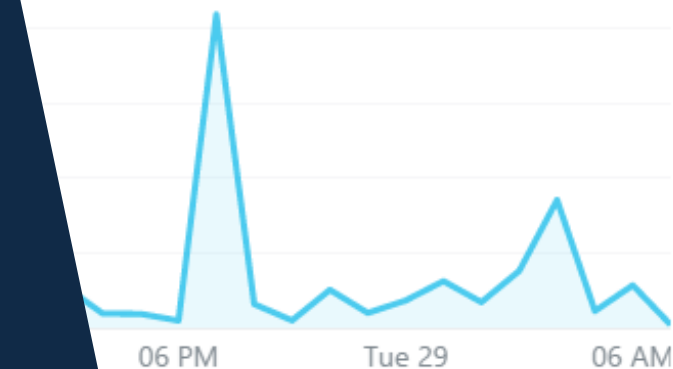
Squared Up has enabled Umea University to:

- Provide users with a **single-pane-of-glass** delivering multiple different perspectives on their IT Operations data, from end-user availability through to infrastructure health.
- **Improve engagement with monitoring** by providing fast, interactive and intuitive access to rich SCOM data.
- Provide visibility into multiple infrastructure components - **Windows, VMware, Citrix** - all through a single console.

response time (24h)



response time (24h)



Websites

Cognipoint website (30-seconds)

Web Application Monitor

Portal website (30-seconds)

Web Application Monitor

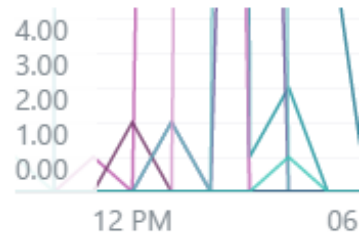
https://www.umea.se/portal/website

Web Application Monitor

Timeedit site

Web Application Test

Biztalk Queue Lengths



“Using Squared Up has allowed us to finally deliver dashboards to management that are actually relevant to them.”

Jan Pettersson, Umeå University.



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