NEWTON Information Technology Ltd.

JP1 enables NEWTON to deliver Comprehensive IT Management Services from their headquarters in London to customers throughout Europe.

A London based IT solution provider, NEWTON Information Technology Ltd. (NEWTON), has launched a new service offering which provides total management of their customers' IT environments. This comprehensive new "IT MANAGEMENT SERVICE" includes capabilities such as asset management using JP1/SD and system monitoring using JP1/IM. JP1 enables NEWTON to dramatically improve the efficiency of their operations by centrally managing geographically distributed customers' IT environments throughout Europe, successfully adding value to their service offerings.

Mr. Kazuya Soejima
Managing Director
NEWTON Information Technology Ltd.

"We introduced JP1 to enable our new IT MANAGEMENT SERVICE. We did this in order to be able to help our customers build the optimum IT environment and provide efficient and effective support services. JP1 enabled us to become our customers' virtual IT department. We can now provide a wide range of management services from system planning and construction to smooth problem resolution. It has added great value to our baseline business."

Provide the Best IT Solution

Spun out of the Electronics Department of Chugai Boyeki UK (now CBC Europe), NEWTON was established in London in 1998. It is an independent IT solution provider with over 250 customers in the U.K. and Europe. Prominent amongst its wide range of IT solution services is its information security consulting business. This offers unrivalled technical excellence with 18 ISO27001 specialists (as of August 2006) in house.

"Information technology has become one of the crucial elements in today's business no matter what industry you are in. The ability to best utilise technology significantly affects the productivity and competitive advantage of companies. As technology evolves to realise greater productivity and convenience in terms of business performance, the importance of information security increases in terms of business continuity." says Kazuya Soejima, Managing Director of NEWTON. "Despite the requirements of this business environment, many of the Japanese companies in Europe don't have their own IT departments or even designated IT staff. This makes it difficult for them to properly maintain and document their IT systems. Frequent changes of Japanese expatriate staff and insufficient information sharing with local European staff make it even more difficult for them to understand the up-to-date status of their own IT environment. Without a good understanding of the current status, it is impossible to make sensible plans for the future or to quickly respond to trouble."

In response to such problems, NEWTON initiated a new IT MANAGEMENT SERVICE offering for Japanese companies in Europe. They believe the following three factors are necessary to realise the ideal IT environment:

(1) Careful system planning process

(2) Ensuring up-to-date documentation

(3) Proactive trouble prevention and resolution

As a foundation for achieving these three key points, NEWTON chose to introduce JP1.

"We introduced JP1 to enable our new IT MANAGEMENT SERVICE. We did this in order to be able to help our customers build the optimum IT environment and provide efficient and effective support services." Kazuya Soejima looks back. "Based on JP1/SD and JP1/IM, we were able to automate the management of multiple customers' IT environments and established a comprehensive IT management service."

Efficient management of distributed remote customers was the key

"We valued the hierarchical management structure of JP1/SD and the integrated event monitoring capability of JP1/IM for the efficient remote management of multiple customers' IT environments." says Kaisen Mori, Maintenance Support Group Manager of NEWTON. "Additionally, JP1's many functions related to information security such as managing Anti-Virus software status and updates, malware detection, access control and recording of remote control operations matched NEWTON's business strategy to emphasise information security. Above all, JP1's market proven performance as an integrated systems management solution and Hitachi's highly reliable support organisation in the U.K. were the key factors in our decision to choose JP1."

NEWTON is centrally managing dozens of customers' IT environments across 4 countries in Europe (U.K., Germany, Belgium and Czech Republic) from London by using JP1. By centralising and automating management of processes such as auditing and documenting IT assets, monitoring systems' operational status and distributing software updates, they have achieved a 70% reduction in their workload. By maintaining up-to-date precise information on customers' IT environments and with proactive support services, the frequency of problem incidents has been minimised. Resolution of any problems in remote sites is also dramatically expedited by using JP1's remote control functionality.

"JP1 enabled us to become our customers' virtual IT department. We can now provide a wide range of management services from system planning and construction to smooth problem resolution. It has added great value to our baseline business." says Kazuya Soejima.

JP1

NEWTON
Information Technology

Needs	➢ Providing comprehensive IT Management Services for customers without their own IT department or designated IT staffs. ➢ Efficient management of geographically distributed customers' IT environments across Europe.
Solution	➢ Introduced JP1 to enable new IT MANAGEMENT SERVICE to help customers build the optimum IT environment and provide efficient and effective support services. ➢ Utilized JP1's hierarchical management structure to manage distributed customers' IT environments.
Benefits	➢ Gained ability to efficiently manage dozens of customers' IT environments across Europe centrally from London. ➢ Management workload has been reduced by 70%. ➢ Frequency of problem incidents has been minimized. ➢ Resolution of any problems in remote sites is also dramatically expedited.

Mr. Kaisen Mori
Maintenance Support Group
NEWTON Information Technology Ltd.

"We valued the hierarchical management structure of JP1/SD and the integrated event monitoring capability of JP1/IM for the efficient remote management of multiple customers' IT environments. Above all, JP1's market proven performance as an integrated systems management solution and Hitachi's highly reliable support organisation in the U.K. were the key factors in our decision to choose JP1."

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Established:	1 February 1998
Capital:	£100,000

Business:
   IT consulting: networking, info security etc.
   Installation service: PC, Router, Software etc.
   Maintenance service: HW, SE, Training etc.

http://www.newtonit.co.uk/

JP1

JP1 offers maximum flexibility

In NEWTON's system configuration, a central JP1/SD manager is installed within NEWTON London premises which is then connected to sub-managers installed at each of their customers' sites over an Internet VPN. JP1/SD's hierarchical architecture allows the optimum use of network bandwidth, as well as easy handling of different customer environments, without losing the ability to manage the entire system as a whole.

To provide asset reports to their customers, NEWTON developed a system to automatically generate IT asset lists from the information collected and managed by JP1/SD using JP!'s customisation facilities. They have also built similar systems to generate network and account reports.

In order to assure the security and privacy of end users, JP1's remote control function is setup to require their confirmation before connection can be made and to allow connections from only designated consoles. All remote control operations are recorded as an audit trail of actions and can be examined at a later date.

For server monitoring, the JP1/IM central console installed at NEWTON's offices manages all events generated by the servers at the customers' sites. Events are filtered for each server and only those need attention are forwarded to NEWTON. This allows an operator at NEWTON to monitor every customers' server operation status and results from a single console. NEWTON uses this information to provide a server health check service to the customers.

Looking to deliver a true Information System Internal Control Service
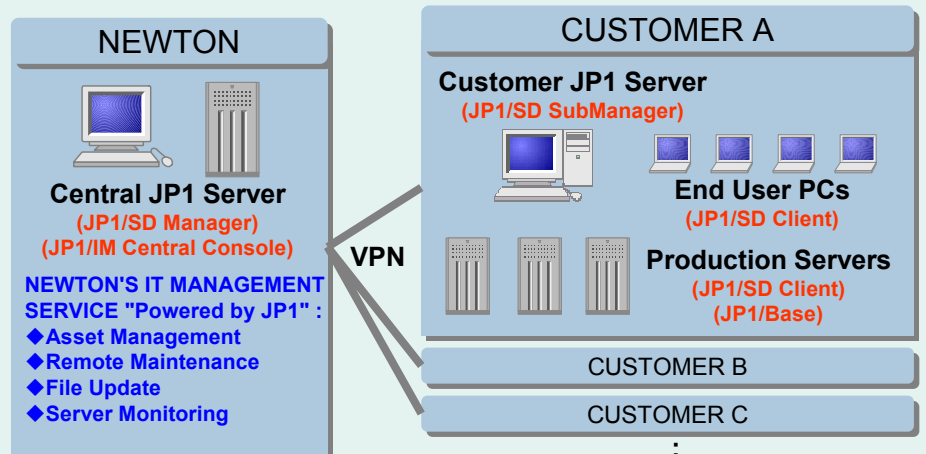
With JP1/SD and JP1/IM, NEWTON has successfully established a baseline IT MANAGEMENT SERVICE. They are looking to further expand their offering to include a wider range of IT management capabilities, leading to a true Information System Internal Control Service. JP1's comprehensive range of system management functions such as Availability Management and Security Management will be important building blocks for their future business.

NEWTON's IT MANAGEMENT SERVICE System Overview

NEWTON

Central JP1 Server
(JP1/SD Manager)
(JP1/IM Central Console)

NEWTON'S IT MANAGEMENT SERVICE "Powered by JP1" :
◆**Asset Management**
◆**Remote Maintenance**
◆**File Update**
◆**Server Monitoring**

VPN

CUSTOMER A

Customer JP1 Server
(JP1/SD SubManager)

End User PCs
(JP1/SD Client)

Production Servers
(JP1/SD Client)
(JP1/Base)

CUSTOMER B

CUSTOMER C
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