

More than just Pasta

Connecting all sites of a decentralized company to a centralized data center places great demands on the uninterrupted operation of an IT infrastructure. Consequently, Pastas Gallo was in need of a stable and transparent IT environment and intelligent fault management when it turned to REALTECH. By implementing theGuard! NetworkManager and theGuard! ServiceDesk, REALTECH was able to fully satisfy all of these requirements.

: success story

Pastas Gallo



Images:
Pastas Gallo





About Pastas Gallo

When it comes to pasta, Pastas Gallo is firmly established as one of the leading food companies on the Spanish market. Pastas Gallo comprises several sites – offices, plants and branches – located in every part of Spain.

The company's system environment is characterized by a number of features typical of a modern corporation. In terms of IT, all sites depend on a central data center located in Granollers. It offers them a wide range of services, including data storage and archives, backup and recovery, e-mail services, virus protection, operation of SAP systems, secure Internet access, etc. A team of only eight employees is responsible for supporting, operating, and maintaining these services, with four of them looking after the technical side of things, while the remaining four take care of operations.

High expectations

In terms of securely managing this environment, Pastas Gallo had various important objectives that it had yet been unable to meet, despite testing several tools:

- Implement a simple and yet comprehensive solution for managing the IT environment
- Provide a single point of access to see to the service needs of the several hundred end users



- Provide the network administrator with a proactive tool that will enable him to monitor the status of critical systems, anticipate problems and monitor the fulfillment of service level agreements
- Implement a solution capable of incorporating these three objectives into an integrated platform, but without the complexity of a framework architecture

Rapid implementation

After thoroughly evaluating REALTECH's theGuard! software products, Pastas Gallo chose to implement theGuard! Network-Manager and theGuard! ServiceDesk.

The implementation and roll-out of these products were completed in just a few days, allowing Pastas Gallo to achieve significant improvements in its critical systems within weeks, while causing minimal impact on the company's day-to-day work.

Centralized IT management

The result is a stable and transparent IT environment that is much easier to manage. For example, networks, hardware resources, software, and use of workstation licenses are now conveniently grouped according to departments, cost centers, and location.

With theGuard! ServiceDesk, users can report issues, post queries and make requests via a single point of contact – fast, simple, and regardless of their location. All they need is a simple Web browser. What's more, the heads of department have detailed information regarding the number and nature of the reported issues right at their fingertips. This valuable data has allowed Pastas Gallo to extend the solution's initial area of application, support, to other fields, such as quality management, logistics, and EDI.