

CASE STUDY

Parker Hannifin Improves Efficiencies Across Business Units with Infrared360[®] and Trusted Spaces[™]



COMPANY

Parker-Hannifin Corporation is an American corporation specializing in motion and control technologies with more than 500 locations serving over 49 countries.

- Number of employees: 57,000+
- Users: 300+
- Revenue: \$14B+

CHALLENGES

- The quick and simple integration of new systems from acquisitions covering more than 500 locations in over 49 countries
- Fostering of team ownership of data to support quick and effective problem resolution in production scenarios
- While simultaneously providing administrators the ability to review, identify, and collaboratively solve messaging issues
- The solution needed to prevent sensitive data from being viewed by or ending up in the wrong hands

SOLUTION

- Infrared360's browser-based, agentless monitoring capabilities allowed quick and painless onboarding and integration across the all systems while making interactions and interfaces more visible to employees fostering ownership of data
- The Trusted Spaces[™] feature allowed Parker's infrastructure teams to securely collaborate in problem solving and reduce time to resolution in prod and pre-prod.
- Infrared360's Trusted Spaces[™] provides Parker the ability to isolate sensitive data to permission-granted teams fostering a secure, proactive management approach.

In less than a decade, engineering and manufacturing firm Parker Hannifin Corp, commonly referred to as Parker, celebrated tremendous growth, doubling in size from \$6 billion in sales to \$13 billion. Progress comes with its own set of new challenges and a growing enterprise leads to a need for integration among its various applications across the globe to ensure more efficient and customer-oriented operations.

Parker's growth strategy includes acquiring companies around the globe, each with its own back-office system. The company is always looking for ways to improve the speed with which it can integrate these new acquisitions into the Parker ecosystem, says James P. Lynes, then Lead Enterprise Architect and SharePoint Manager of Enterprise Strategic Technologies at Parker.

The organization acquired IBM WebSphere architects for help to build a solid middleware infrastructure, as well as to add asynchronous messaging with IBM MQ and deploy IBM WebSphere Message Broker, now known as IBM ACE, for data transformation.

Emphasizing the importance of asynchronous messaging, Lynes says, "If systems interact synchronously, there's a lot of propensity for the propagation of dependency. If one system hits a snag, everything gets hung up. With asynchronous and assured delivery, systems will be loosely coupled

and there will not be a propensity for the propagation of dependency.” But, the “fire-and-forget” nature of asynchronous messaging underscores the need for an effective message que monitoring and management platform. So Parker set out to find the best enterprise messaging solution that fit with and supported their overall IT strategy.

Establishing data ownership and collaboration between employees across business units and IT teams throughout the global enterprise is an important part of Parker’s IT strategy, especially in relation to expediently integrating the systems of new acquisitions. “That’s tremendously challenging to accomplish,” Lynes explains.

“The key with integrated systems is teams taking ownership of the data,” Lynes continues. “In support scenarios, when you have all these systems working together and a problem occurs and you need to identify where that problem resides, you [need] monitoring and ... support profiles identifying which components belong to which teams so you can move quickly and effectively to solve problems in a production scenario,” he says.

On the other hand, a collaborative approach to problem resolution is often critical, says Lynes. Typically, ad-hoc problem solving involved a single administrator working diligently via an administration client connected to a targeted problem on a server. But that creates issues if that problem area comprises multiple servers and a change needs to be made to multiple objects on those multiple servers simultaneously. Things get more complex when someone from the business unit or units is needed to review, interact, or verify that the proposed changes will, in fact, correct the issue.

When another business unit or a business leader is brought into the problem resolution, effective collaboration can be imperative. Reaching synergy among business teams and IT teams across the organization is a common plight for enterprises today. When teams work closely together it benefits the business —reducing friction, increasing velocity, and ensuring companies reach a greater responsiveness to customers. All factors critical to Parker’s IT strategy and for better integrating the systems of new acquisitions.



INFRARED360 SECURELY BRINGS DATA AND TEAMS TOGETHER

To bring their teams together, Parker called on Avada Software, an innovative provider of middleware management and monitoring solutions. Avada’s flagship product, Infrared360, is a web management portal for performance monitoring, testing, auditing, reporting and administration, and supplied Parker’s IT employees with the tools they needed to take ownership of their data and collaborate with business units on resolutions, says Lynes.

If Infrared360 detects a problem, such as an application breaking down or the messaging object malfunctioning, administrators can review, identify, and work in a collaborative manner to resolve the issue through an administration portal.

“It’s fantastic. Nothing else did what Avada did... It’s the best tool for getting MQ in everyone’s hands.”

TRUSTED SPACES™

Infrared360 allows admins and the business unit’s subject matter expert to share and view only the problem environment that impacts them – while role-based permissions limit the collaborating subject matter expert to attend to the problem with only the permissions to assist, not effect, changes themselves. The solution is made possible through Infrared360’s Trusted Spaces feature. This allows the delegation of administration to End Users for their own virtual sandbox, or applications, or departmental environments – they can only see and do what you allow them to.

Infrared360 Trusted Spaces allows to define the entitlements per User or Group of Users. Groups can be location based, application based, Department based, or whatever you need. Through a process of selection (clicks), a User or Group of Users will be assigned to a select collection of Objects, and a select permission set (entitlements/roles) which grants visibility to those objects, as well as defines the set of permissible actions that a User/Group of Users can take.

This Trusted Spaces approach fosters a true proactive approach to enterprise messaging by providing secure collaborative solution capabilities when researching alerts and incidents before they become issues. This collaborative approach has helped Avada customers reduce time to resolution and decrease annual hours spent resolving trouble tickets by 90%.

“It’s fantastic. Nothing else did what Avada did—not for MQ,” he says of Avada’s browser-based, agentless monitoring capabilities. The real value, he adds, is the collaborative package. “It’s the best tool for getting MQ in everyone’s hands.”

PARKER ACHIEVES DATA MONITORING WITH OWNERSHIP AND SECURITY

In an organization with many systems working together, it becomes increasingly important to have monitoring and support profiles in place when a problem occurs so the location of the issue can be identified. These profiles are essential to “identify which components belong to which teams so you can move quickly and effectively to solve problems in a production scenario,” explains Lynes.

Avada Software not only assures access to data through a secure identity sign in, but also supplies secured monitoring and rules so the right data goes to the correct people, ensuring sensitive and secure data is protected from ending up in the wrong hands. Using Infrared360, Parker is able to quickly create and



manage complex, cascading alerts that notify only the people that matter for that business unit or application. And, since it’s all done without using rule engines, scripts, or programs of any type, Parker’s resources are better able to maintain focus on the business.

“You can’t give everyone access everywhere, because a lot of this stuff is sensitive and you have to have the proper security. One of the things the Avada product does very well, is it interacts with the security for all the different areas,” comments Lynes.

“Avada’s tool tackles both these challenges by making interactions and interfaces more visible to employees, and also helps to integrate teams and allow employees in those teams to work together more easily.”

Parker has been using Infrared360 since 2013 and recently upgraded to the newest version

For more information about Avada and Infrared360, visit www.avadasoftware.com.



See it Live In action.
To see how Infrared360 and Trusted Spaces™
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