
PCTY2010 
Pulse Comes to You

WELCOME

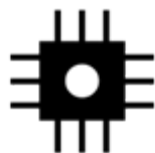
Integrated Service Management: IT e Business al centro dell'impresa
6 maggio, Roma



INTEGRATED SERVICE MANAGEMENT



The world is getting smarter ...



INSTRUMENTED



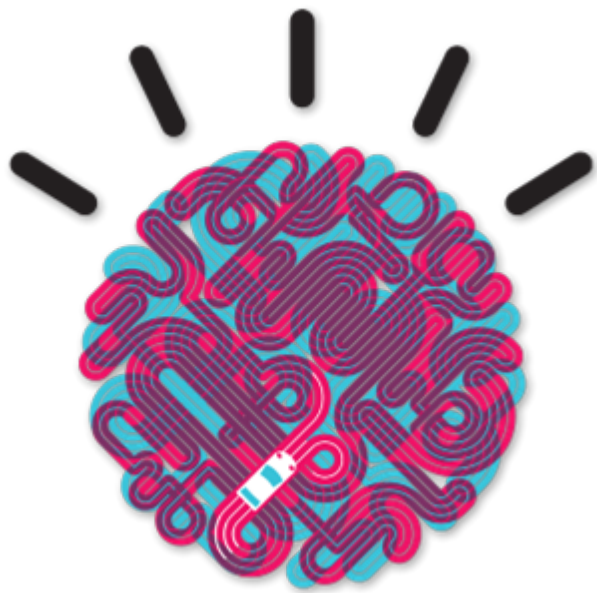
INTERCONNECTED



INTELLIGENT



14%
REDUCTION
CO2 Emission



20% Traffic
REDUCTION



90%

**THERAPY COST
REDUCTION**



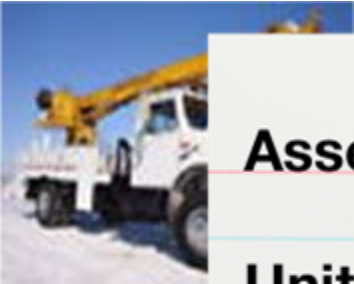
RISK

COMPLEXITY






**YOU
CANNOT
BE SERIOUS!**



Asset: turbine bucket


Unit cost: \$5000



in system: 703

Total asset value: \$3,515,000

Maintenance: yes - 4,000 & 24,000 fired hours



Tracking System: Microsoft Excel



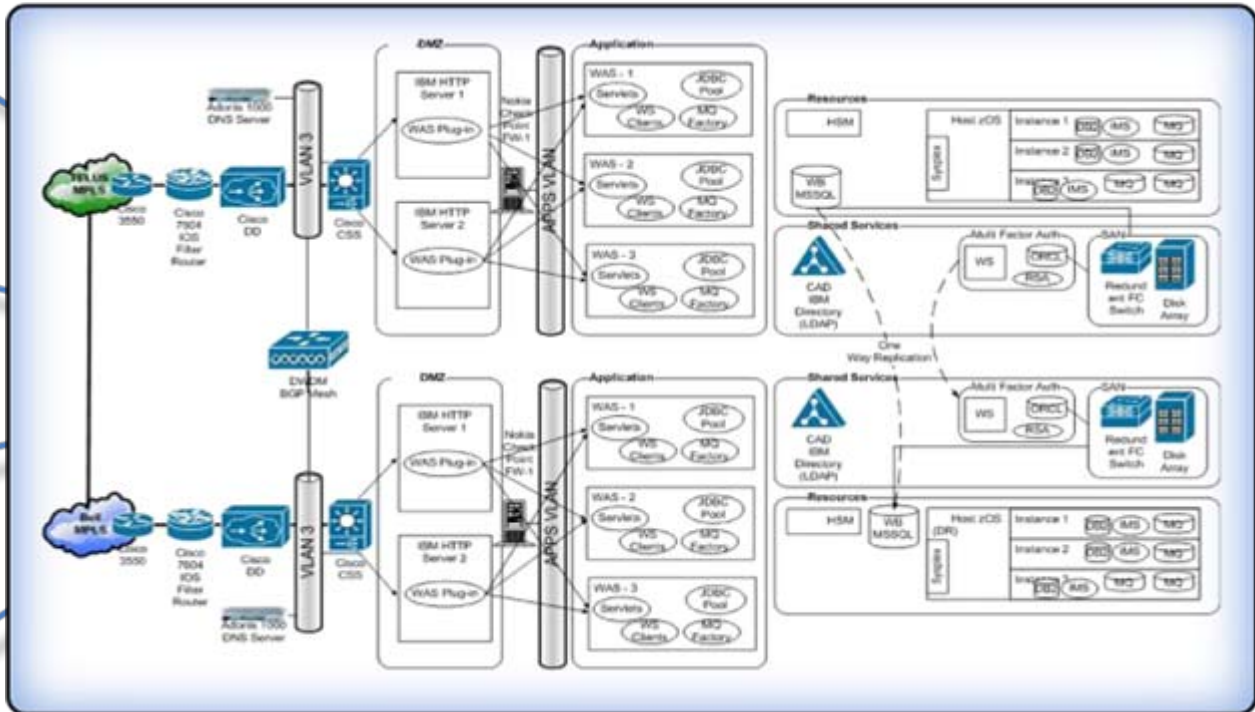
OVER
1,500,000
Assets

OVER
\$90,000,000
CapEx

YOU

CANNOT

BE SERIOUS!



YOU

CANNOT

BE SERIOUS!



Capital Region of

Denmark

An aerial photograph of a university campus, showing various buildings, green spaces, and parking lots. The image is overlaid with large, bold text. The top text is white with a black outline, and the bottom text is red with a white outline.

1,500,000,000,
000,000 Bytes

Archived



U.S. AIR FORCE

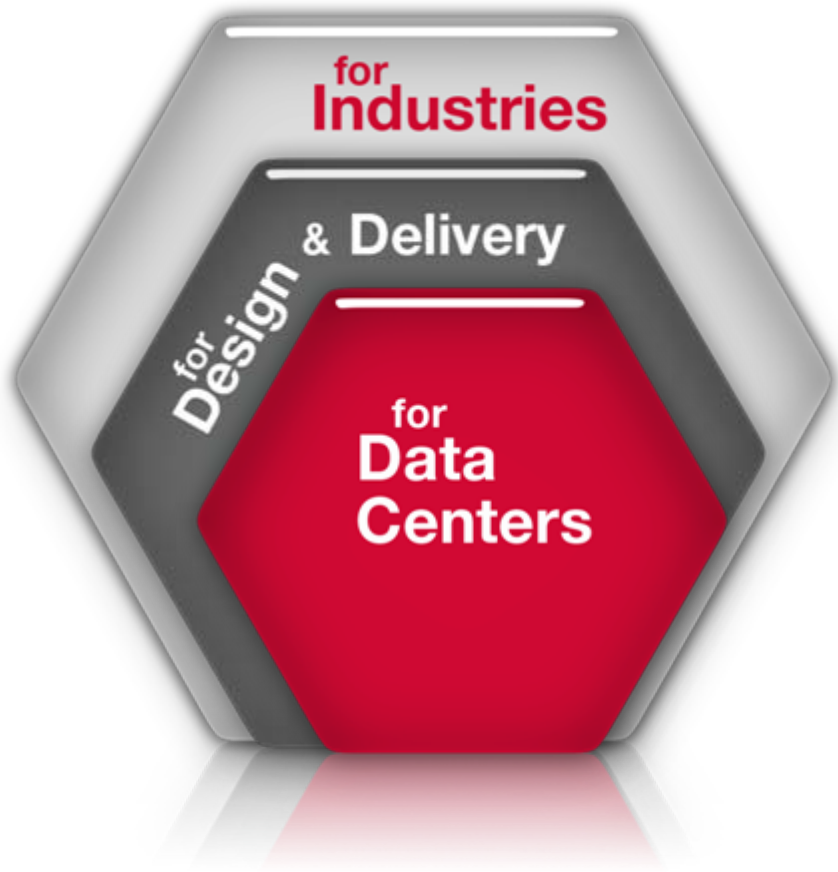


100 Bases

700,000

Personnel



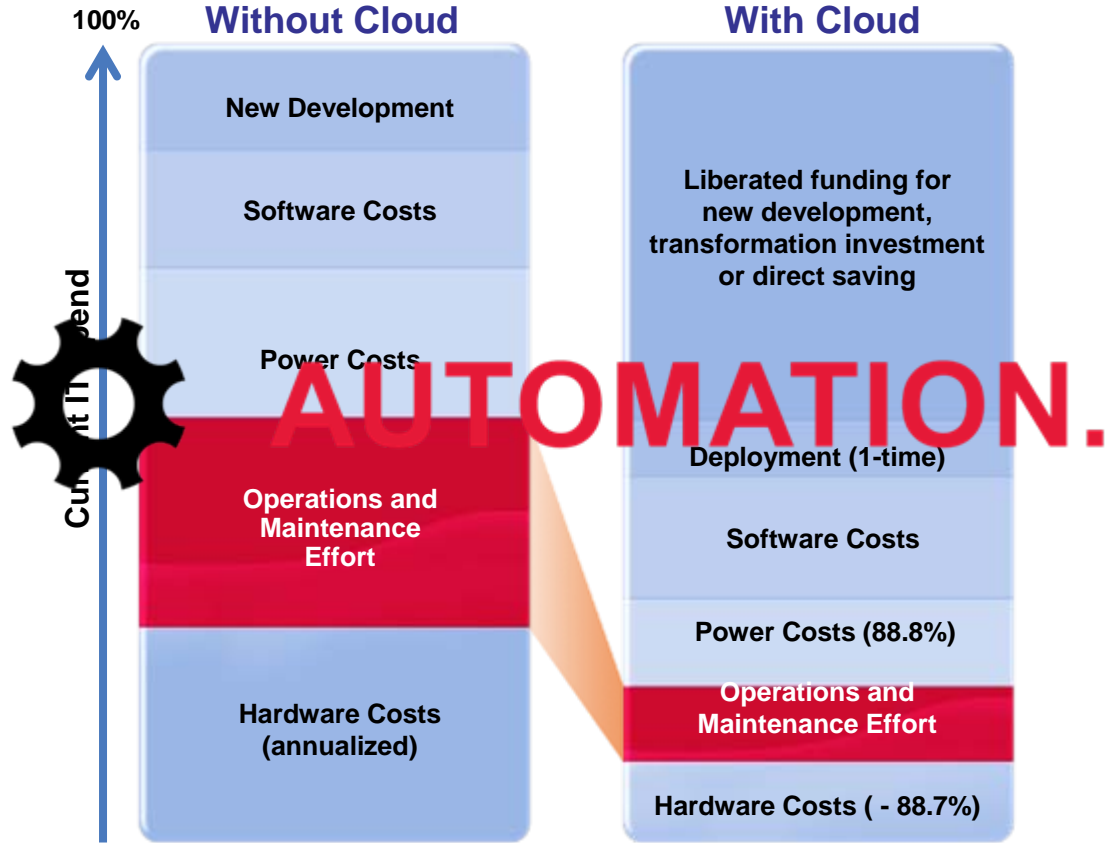


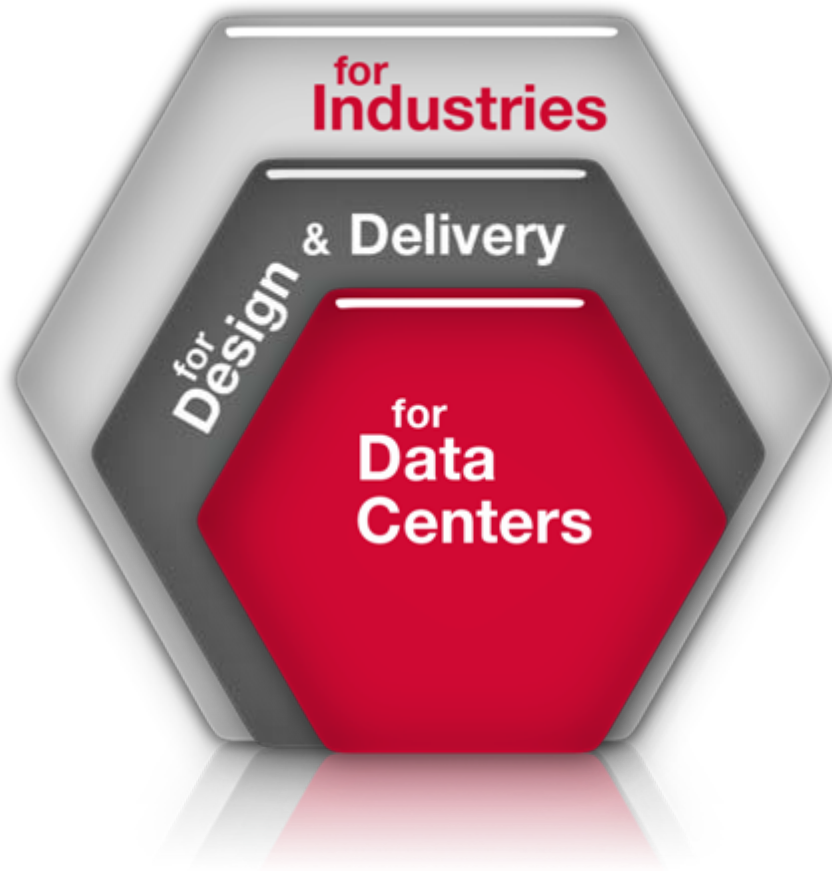
INTEGRATED SERVICE MANAGEMENT

INTEGRATED SERVICE MANAGEMENT



- ❖ **Service architectures tailored by industry**
- ❖ **Service lifecycle management**
- ❖ **Service dashboards**
- ❖ **Unified management of service requests and incidents**
- ❖ **Asset management**
- ❖ **Automated management**





INTEGRATED SERVICE MANAGEMENT

TRANSMISSION AND SUBSTATION SYSTEM

Generating Station



SCADA Network Systems



Utility

Advanced Metering Data Management System

Utility Communication Link

DISTRIBUTION SYSTEM

Concentrator

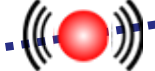


Step-down Substation



Substation Remote Monitoring Equipment

Wireless Communications Link



Wireless Communications Link



Concentrator



Meter to Concentrator



Residential Customer



Commercial Customer

- Home
- Mail Security
 - Policy
 - Policy Objects
 - Email Browser
 - Verify Who Objects
 - Reporting
 - Clustering
- SMTP
 - Configuration
 - TLS Certificates
 - Queue Browser
- System
 - Events
 - Logfiles
 - Enduser Manager
 - Firewall
 - Intrusion Prevention
 - Networking
 - Routes
 - Admin Passwords
 - Email- & SNMP-Alerts
 - SiteProtector
 - Time
 - Tools
- Backup & Recovery
 - Settings Backup
 - Data Backup
 - Data Restore
- Updates
 - Status & Licensing
 - Automatic Updates
- Support
 - Contacts
 - Diagnostics File

Proventia Manager Home

HELP

Protection Assessment Traffic Resources Updates (0) System

Go to...

Graph Scale: Last 24 hours

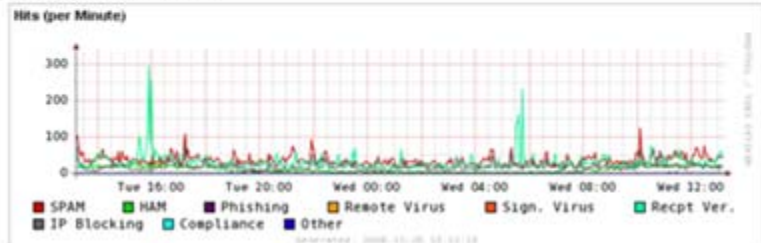
Refresh Data: Auto Off

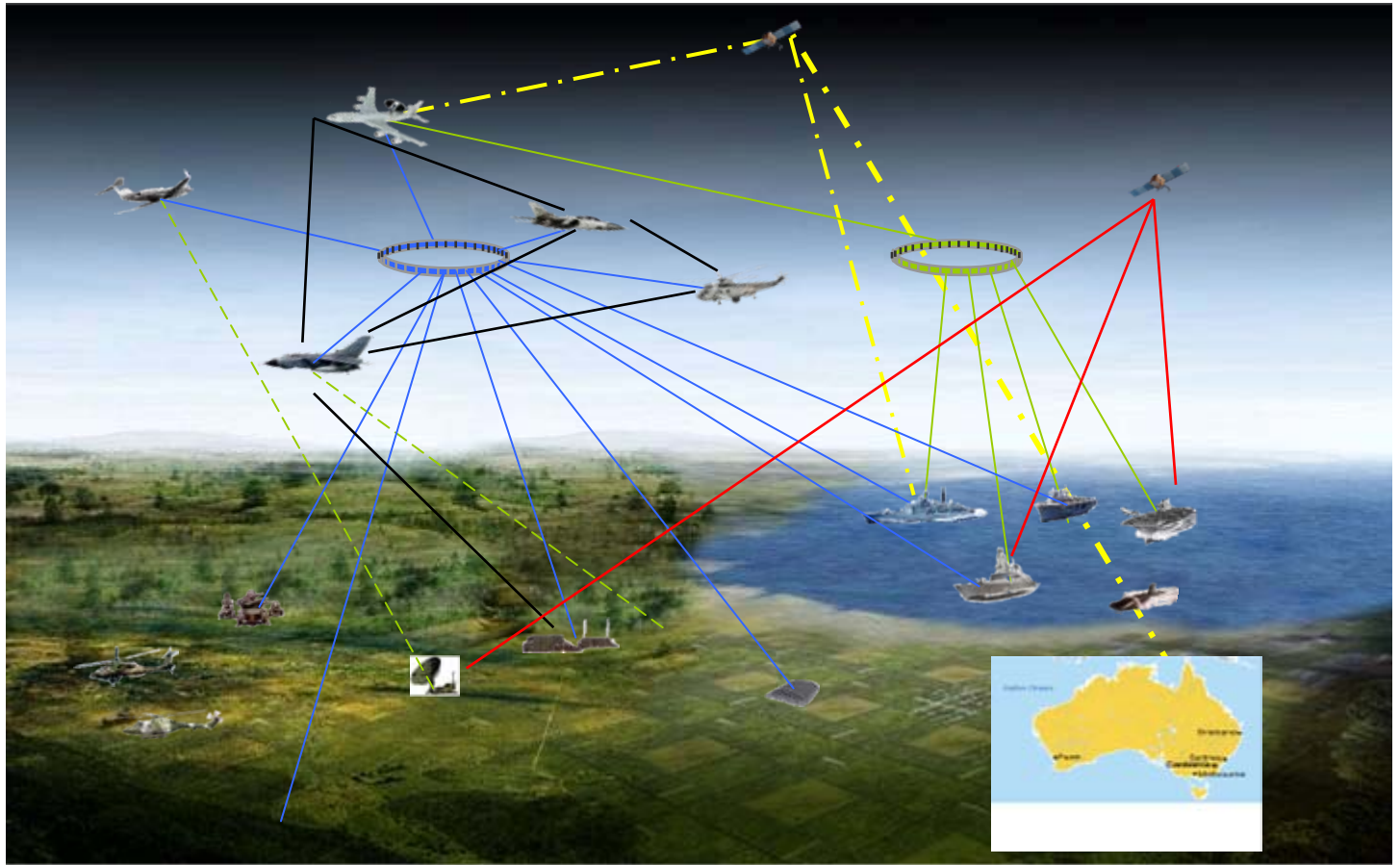
Categorization Ranking:

Category	Hits (Absolute)	Hit %	
SPAM	50063	36.86%	<div style="width: 36.86%;"></div>
Recipient Verification	44494	32.78%	<div style="width: 32.78%;"></div>
IP Blocking	25175	18.55%	<div style="width: 18.55%;"></div>
HAM	15425	11.36%	<div style="width: 11.36%;"></div>
Phishing	359	0.26%	<div style="width: 0.26%;"></div>
Signature Virus Detection	130	0.10%	<div style="width: 0.10%;"></div>
Remote Malware Detection	52	0.04%	<div style="width: 0.04%;"></div>
Other	37	0.03%	<div style="width: 0.03%;"></div>
Compliance	0	0.00%	<div style="width: 0.00%;"></div>
Total	135735	100%	

[What's the difference between Hits and Emails?]

Categorization History:





Running Securely and Flawlessly



Operations Manager



Infrastructure Manager



Enterprise Architect



IBM Information Archive

Multi Provisioning Manager

Images

INTEGRATED

Security Information

SERVICE

Event Manager

MANAGEMENT

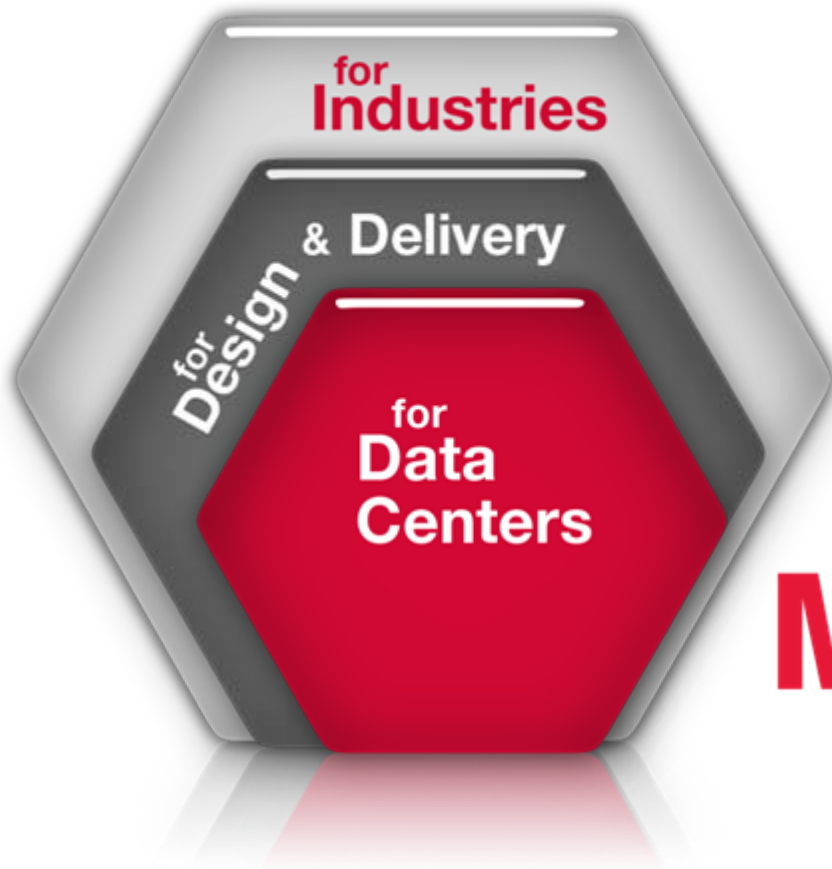
Storage Manager and

Backup Solutions

**Power7 with IBM Systems Director
and VMControl**



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Acquisition
An IBM Company



**INTEGRATED
SERVICE
MANAGEMENT
MAKE YOUR MARK!**