

# GLOBAL IT MONITORING

NetEye in use at Thun Group



<b>Company:</b>	Thun S.p.A.
<b>Industry:</b>	Ceramic manufacturing
<b>Products:</b>	Accessories and gift items
<b>Headquarter:</b>	Bolzano (Italy)
<b>Internet:</b>	www.thun.it

## THE CHALLENGES

THUN, a family run business that is producing and distributing handmade Italian ceramics worldwide over the past sixty-five years. Thun Group currently disposes of 1200 shops worldwide selling gift items made of ceramics, porcelain, wood and glass which have already become a cult following all over Europe. Considering the challenging worldwide economic circumstances Thun's objective is to evolve the current volume of business and to continue to focus on internationalisation. This means that the IT within Thun Group will continue to be faced with new challenges and focus even more on the integration and centralisation of new and existing infrastructures at its individual sites.

## THE SOLUTION

- › Integration of all communication items with production facilities into a central system management concept.
- › Global IT-Monitoring ensuring full control over all connections worldwide.
- › In case of problems inform the right people with the right information at the right time in order to enable them to take the necessary action required.
- › Central cockpit to control all existing infrastructure components (from HP via IBM to Check Point firewalls as well as VMware and Citrix applications).
- › Verification of the performance of the connections with all branches and shops.
- › Continuous check of existing Service Level Agreements.

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*Absolute transparency for all connections with Asia, direct notification if a fault arises and not at least the security to know that quality losses or reductions in performance will be detected soon: NetEye gives us all the vital information we need in order to be able to anticipate bad surprises before they even occur*

Giovanni Polesello, CTO Thun S.p.A.

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