



# HP DMA

CASE STUDY  
HP DMA  
CLIENT  
Nagarro



## HP DMA Training Delivered to Client

### Nagarro

**Client: Nagarro Company**

**Industry: Software Development and Business Consultation**

Nagarro deals in the domains of software development and business consultation providing technology services and consultation to the various clients they handle. They have their headquarters in Munich, Germany and handle all their developments through their primary development center in Gurgaon. The niche solutions which Nagarro provides are global in nature and focus very much on enabling agility which is also scalable to its customers by being very flexible and customer centric in their approach.

They provide services in the field of application development, digital commerce, independent testing and validation, cloud services, Transformation & modernization, CRM and ERP, Managed IT services and more.

Their clientele includes organizations like Siemens, GE, Lufthansa, Viacom, Estee Lauder, ASSA alloy and more. Currently they have more than four thousand employees spread across fifteen countries. In terms of its culture, Nagarro has always been recognized as a company known well for its flat, transparent and



non-hierarchical culture. Currently, Nagarro has its operations centers in North America, Europe and Asia.

## **Technology: HP DMA SA and OO**

### **Domain: Database management, business intelligence and operations executions**

The technology solution provided to the client was in three tools and integration of all these three tools in an effective manner.

HP OO or HP Operations Orchestration helps in managing and executing operations while reducing operational costs and simultaneously improving upon the quality of services through the automation of routine IT tasks involving repetitive maintenance, provisional change and resolution of incidents. HP OO allows the implementation of various IT management systems to perform data center automation, service desk executions, ticketing procedures and monitoring of tools. Users can perform all sorts of event and incident management, change management, virtualization, disaster recovery and much more.

HP SA or Server Automation provides entire infrastructures of one management to be completely visible to the servers and operations. HP SA provides the capabilities to handle and manage multiple server activities such as software management, patch management, audit remediation, security management and more. Using HPSA entire data centers can be managed and automated through a centralized system without any hassles. The HPSA architecture consists of a core and agents wherein the core provides the functionalities to automate the servers while the SA agents are deployed on the servers in the environment to manage it.



HP DMA or HP Database Middleware Automation tool is a plug-in which provides organizations with the ability to essentially enable and accelerate the provisioning of databases and configuration of stand-alone and clustered application ready databases. There are a number of out-of-the-box sample workflows which enable reduction in the dependencies on technical resources in order to understand process configuration and data structure integration protocols which leads to the reduction in the time to market deployment.

### **Challenges Faced By the client:**

With the immense client base that Nagarro has in providing IT services in the domains of business intelligence and process automation, the company was exploring better technologies and ways to implement database management and execution along with the control of operations at the highest levels of efficiency. HP DMA, OO and SA is one such tool which when integrated can provide and perform all such capabilities in one go without losing out on the robustness and flexibility too. The major challenges in this adaptation were the integration of HPSA, HPDMA and HPOO tools in order to ensure perfect compatibility and connectivity. Moreover, being a highly sophisticated project, Nagarro required the knowledge and capability to train the resources for their project. This is where Aurelius was brought into picture and Aurelius Successfully delivered the training covering all the modules so that client participants were project ready.

All of this was needed to outperform the existing database management and operations execution systems of the client which they had been using till now. Moreover, by adaptation of this tool, they were bound to experience a manifold improvement in the services of operations executions and database management systems which they provide to their clients.

The implementation and adaptation of such a system is also a hard task especially when it is to be done at such a large scale over a business model spread out



across countries and continents. A number of challenges which the client would face while implementing the system includes the following:

1. Dropping of the RDP in the windows system
2. Connections errors and loss of internal communications in the SA and DMA servers.
3. Disc errors thrown by SA and DMA servers
4. Inaccessibility of VPS servers.

And all these issues did come up during the learning solution tenure and were resolved by the subject matter expert to implement an integrated system of the tools.

Before this system was implemented, the client was comparatively losing about 35 % of their time resources in the handling of data in the redundant tasks and operations which were easily automated and streamlined using the integrated tools and systems. This was a big hit on the overall productivity of the workforce which if relieved of these redundant tasks can focus more on the tasks requiring higher cognitive thinking.



## Why Aurelius

Aurelius Corporate Solutions was approached for the delivery of a consultative learning solution to the client Nagarro in the tools HP DMA, OO and SA along with the integration of the three. The major task was to develop an entirely customized and novel learning solution which can meet all the specific needs and requirements of the client.

And Aurelius Corporate Solutions was able to do just this. With the immense knowledge base and strong hold of the IT industry inculcated over the years, Aurelius provided a dedicated team well versed in the technology needs to the client. A global search for the correct subject matter expert was performed owing to the global nature of the client's operations. It was important that the SME was able to provide the capabilities and abilities to the workforce as exactly how they needed it to perform the operations and automation through the tools. The main pointers taken into account to execute the various technical and functional pointers include the following:

1. Databases( Oracle, Sybase, MS SQL)
  2. Middleware( Jboss, Tomcat, Weblogic)
  3. Scripting (Jython, Python)
  4. Automation tools (Run Books automation, Network Automation, Server Automation)
  5. Integration with SA server
  6. DMA and SA Integration
- HPOO Data Mapping

The Subject Matter Expert made it sure that the workforce was well versed in all the best practices and hands-on capabilities which are needed to effectively operate and also troubleshoot the various issues which may arise during the



operations and integrations of the system.

Some of the notable issues and best practices which were dealt with during the solutions include the following:

Enable VNC at the time of creating VPS.

Select no VNC option in VNC section. It will open server desktop in browser. That is how Login in VPS through RDP can be done.

While setting the password for Administrator, disable firewall and enable remote desktop.

Under network settings, DHCP has to be disabled and both (Local & Live) IP are to be added manually

### **Solutions and Post Solutions Benefits**

Aurelius Corporate Solutions in the capacity of being consultative learning solutions provider was able to develop a completely customized learning solution which provided not just the theoretical understanding and knowledge of the tool but also the in-depth practical knowledge of the domain which would make it easy for the workforce to deal with the various use case scenarios they might encounter. Various scaled down use case scenarios were also developed and the participants were able to go through them in a practical manner to make them familiar with the various best practices and methods of troubleshooting.

Post solution delivery, Nagarro has been able to use the tools of HPDA, HPSA and HPOO along with the successful deployment and execution of Oracle and Jboss. The company has been able to improve upon their deployment time by 40 %, along with the reduction in costs of deployment. They are also experiencing improved workforce motivation and improvement in the work proficiencies. It is predicted that they can easily experience complete return of their investment within a few months of the learning solution delivery.