

## NEWS FROM OPMON

With the end of this semester, **OpServices** has lots of good news, like international partnerships and the creation of in-company workshops. However, the most important news is the arrival of **version 4.0 of OpMon**, which represents a step further in the recognized quality offered by **OpServices**. Enjoy the read!



## OPMON MONITORS IT INFRA-STRUCTURE IN PORTO ALEGRE'S CLÍNICAS HOSPITAL, ONE OF THE LARGEST IN BRAZIL



A public university hospital directly linked to the Ministry of Education, the **Hospital de Clínicas** in Porto Alegre brings together almost five thousand collaborators. A large universe, that each year performs 550 thousand consultations, 28.6 thousand admissions, 36 thousand surgeries, 3.6 thousand births and 2.4 million medical examinations. This monumental structure demands an equally robust IT area, which supports all the patient attendance processes, whose main product is the Electronic Health Records (EHR). In order to meet this demand, the hospital has used **OpMon** for the last five years.



The coordinator of Information Technology Management, Maria Luiza Falsarella Malvezzi, explains that the institution chose the solution offered by **OpServices** to monitor the network (two thousand points), servers and applications because of its features. According to her, it fully meets the needs of Clínicas, like "monitoring IT services by testing all layers, being multiplatform and permitting hierarchization". Maria Luiza also mentions the importance of being able to obtain availability reports



*"OpMon has greatly enhanced the monitoring capacity, adding new resources and releasing the team to focus on other high priority activities".*

**Maria Luiza Falsarella Malvezzi**

"usefully and efficiently". She goes on, "the ease of installation and integration of new monitors, as well as the visibility of the general state of the infrastructure, facilitating corrective measures before any harm is done, is very useful".

The coordinator says that she has already seen a presentation of **OpMon version 4.0** and is very impressed by the new interface, "more friendly and with interesting resources, like the dashboards, which will make it possible to add management consoles". Regarding the relationship with **OpServices**, her impressions are equally favorable, "whenever necessary, we are always quickly attended".

*"OpServices' product is high standard, competing at the same level as other renowned solutions available on the international market. I recommend that everybody, they should not miss out on the opportunity to evaluate and compare this tool with enormous potential".*

## OPSERVICES IN COLOMBIA



A commercial partnership with **MV-TEL Consultores** opens the doors to a new market in Central and South America for **OpServices**. The firm, based in Colombia, has also become the OpServices representative in Peru and Panama. Specialized in IT, MV-TEL is part of the **HMV Engineers and Project Managers group**.

The contract was signed during a visit by three directors of MV-TEL to OpServices' headquarters in Porto Alegre, at the beginning of June, when they met some of our clients and arranged the visit of our technicians to the Medellín to train the local team in the use of the **OpMon** platform.



# OPMON 4.0 ARRIVED!

As from July 1st, the keenly awaited **OpMon version 4.0** is fully available. With a new interface, developed to offer maximum usability and productivity, the solution incorporates Adobe Flex technology, providing greater interactivity among the **OpServices** modules. For the manager of the **OpMon** product, Sandro Vaz, "with this launch, we take another step forward toward our objective of providing better IT management technology, while respecting the best cost x benefit relationship in the market".

## Check out the advantages of the new version

- A customizable business and maps dashboard editor, with greater interactivity in the creation and exhibition of process and business control panels.
- The use of webservices to make information available in other applications.
- Better performance and scalability, with at larger number of objects monitored.
- Compliance with best IT management practices, based on ITIL.
- Compliance with Nagios, including functionalities not supported by the native platform.
- Fully supports the multilanguage platform.
- Financial management module, with information on the non-availability of catalogue services of IT in costs.



If you would like to know more about the product, access our site or contact us and ask for a demonstration.

## TO TAKE FULL ADVANTAGE OF OPMON

**OpServices** offers two **training** and **consulting** channels, at no cost, providing our clients with the opportunity to get the most from **OpMon**. Choose one, or take part in both.

### WEBMINAR

Deals with a topic each week on the web, with **OpServices** technicians. **OpMon 4.0** will be the subject of future editions. Information on the dates and times is available at [www.opservices.com.br](http://www.opservices.com.br).



### IN-COMPANY WORKSHOP

Free of charge, the full potential of **OpMon** is demonstrated during one day. **OpServices** goes to your company and also remains available for adjustments and set ups. **Schedule a date** when business and IT team analysts and managers can get together to meet us.



## BRIEF NEWS

- The representative of **OpServices** in Argentina, **U&R** held an event for around 30 guests in June, in Buenos Aires. Our directors Madeleine Brigidi and Sandro Vaz spoke about **OpMon**.
- **Tractabel Energia** introduced its infrastructure management case, with the use of **OpMon**, to European, North American and African representatives from the Suez Group, during a meeting in Nice, France. The explanation was given by José Neves Lacerda, manager of Tractebel.
- **Barrisul** was one of the winners of the **2009 efinance Award**, which highlights innovative IT solutions in financial institutions. **OpServices** is proud to have contributed towards this achievement, since one of the award-winning cases – Infrastructure Management – is based on the use of the **OpMon** platform.



### NEW CLIENT

**OpServices** welcomes **KBHC – Kannenberg, Barker, Hail & Cotton**, which has begun working with the **OpMon** platform. Established in Santa Cruz do Sul, RS, the company has Brazilian and North American capital and is one of the largest producers of tobacco in the country.

[www.opservices.com.br](http://www.opservices.com.br)



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