

## CRISIS BOOSTS BUSINESS

The crisis that threatened the business and companies has also created opportunities. In an interview with this newsletter, Alexandre Grandi, from **HA Projects and Consulting, OpServices'** Gold Reseller confirms this. "It was a good year, because the crisis led companies to enhance IT management practices and monitoring, and **OpMon** from **OpServices** turned out to be exactly what they need, complete competitive and the most cost-effective," he says. While 2009 turned out to be positive, Grandi believes that 2010 will be a challenge, because "a product of **OpMon's** quality will always requires a sales performance capable to withstand the competition."



## HA Projects and Consulting

Headquartered in Itapema, Santa Catarina, **HA Projetos e Consultoria** (HA Projects and Consulting) was created in 2007 by a team responsible for the Southern Brazil of a former distributor of HP and IBM. It operates and develops projects for servers, storage, backup, platform interconnection, right-sizing, high availability, and technology upgrading, oversees purchases and implementation, and/or supply of hardware, software and associated services. The firm evaluates technology environments, assists in designing the IT master plan, environment audits, involving performance, security, operational life, availability, operability, and costs. It offers its services within the Southern Region of Brazil, that is, the states of Parana, Santa Catarina and Rio Grande do Sul.

## OpMon NOW IT'S NAGIOS CERTIFIED COMPATIBLE

**OpServices** recently signed a contract with the **Nagios Enterprises** (U.S.A) to certify **OpMon** with Nagios Certified Compatible's seal.

The **OpMon** platform was built using Nagios as the core-system in order to add value and extend the capabilities of Nagios. It now includes areas such as Capacity Planning, Business Dashboards, Real-time Graphics, ITIL Adherence, Extended Availability Reports, Configuration Utility and more. Therefore, it is essential that the **OpMon** has full compatibility with Nagios, so extending its recognized capabilities. The agreement provides testing and certification of compatibility between the **OpMon** and Nagios, so acquiring the seal Nagios Certified Compatible.



Nagios Enterprises was founded by the creator and lead developer of Nagios software, Ethan Gastaldi. Nagios is the most complete open-source platform for network and systems management. It was selected by InfoWorld magazine as one of the best existing open source applications and by the popular site Sourceforge as "Best Tool or Utility for Sysadmins".

The companies expect to offer full, high value services to customers who want to go far beyond simple IT infrastructure monitoring, providing their organizations with full alignment between IT and their respective business areas. The partnership also aims to strengthen the presence of **OpServices** in international markets as part of the company's expansion plans.

## OpServices ADOPTS SCRUM METHODOLOGY

To achieve greater organization and productivity in the construction and support of the **OpMon** platform, **OpServices'** technical teams have adopted SCRUM methodology. The methodology's primary function is to make the management of software development projects more agile and organized while also improving the handling of the inherent requests. SCRUM promotes the creation of self-organized teams, encourages verbal communication between participants and the exchange of all knowledge involved in a project. All employees involved in the development processes and the customer support staff received training in area.



## NOT EVEN THE BLACKOUT STOPS UPDATE



Even with the blackout that hit 9 states, including Sao Paulo, on November 11, 2009, OPDATE went ahead.

The event, organized by OpServices, aimed to offer customers the opportunity to share information and experiences with the **OpMon** platform. This year, the highlights were the case of Tractebel Energy - "Implementation Monitoring Solution for IT Infrastructure" and **OpMon** Version 4.0. **OpServices** thanks everyone that attended, despite the difficulties imposed by the blackout.



Luciana Nabarrete  
Tractebel Energia

## SOLIDARITY

OpServices participated in the ADOPT A LETTER campaign, promoted by the Brazilian mail company "Correios", which aims to fulfill the dreams of children who write to Santa Claus with their Christmas wishes. OpServices' staff and shareholders bought the children's gifts sent them to the Correios to make Christmas especially happy.

## OpServices JOINS ABES

OpServices has become a member of the Brazilian Association of Software Companies (ABES), the major representative of the segment in Brazil. Present in 14 states, its members make up about 85% of the Brazilian market.

## NEW CLIENTS

OpServices welcomes the new clients of the **OpMon** platform:

### Camargo Corrêa

Camargo Correa, one of the largest private groups in Brazil, with gross revenue of R\$ 12.4 billion (2007), operating in 18 countries. Of particular note among its businesses are, Cement, Construction, Energy and Toll Road Grants; the corporation also includes, Footwear, Railway Grants, Engineering, Environment, and Steel, as well as investment and holdings in the Maritime, Oil and Gas and Port Operations sectors.



The trademark "**Quero-Quero**" originated in 1967 in the city of Santo Cristo, Rio Grande do Sul, as a small trading and representations company. Currently, it employs more than 3 thousand employees in over 161 Quero-Quero stores, the Quero-Quero Buy and Save Consortium, Quero-Quero Card and Quero-Quero Financing. Today it is a solid company in the hard and competitive electrical, furniture and building materials retail sector.



**Metalfrio Solutions** has one of the largest portfolios of commercial refrigeration equipment in the world. It brings together different brands of commercial refrigeration - Metalfrio, Derby, Caravell and Klimasan, with a production capacity of 1.5 million units per year. It is present in almost all the continents, producing equipment with the latest technology and with an effective global distribution in over 80 countries.



Since 2005, **Tellfree** has been operating throughout Brazil to meet the IP telephony needs of small, medium and large businesses and residential consumers. It has its own infrastructure installed in several cities in the country which allows a local-call costs, and technology for IP telephony services for international calls.

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For OpServices, thinking about the future means taking care of the present. Therefore, we use natural resources in a conscious way.

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