ISG Audit & Discovery Services

Total visibility of the infrastructure across your entire estate, removes the unknowns and enables you to make informed business critical decisions.

Modern organisations are constantly changing - whether through growth, acquisition, merger or consolidation.

The main challenge for businesses with a distributed footprint, often incorporating many hundreds of sites, is to understand, manage and maintain the resulting complex infrastructure.

Such infrastructures often require optimisation, consolidation or total refresh; therefore understanding your current estate is crucial to your business strategy. In many cases we would expect the savings and benefits identified to self-fund improvements and refresh.

What visibility does the ISG Audit & Discovery Service provides

- ✓ Physical & logical infrastructure across your entire estate.
- ✓ Location of all assets and how they are inter-connected and configured.
- ✓ IT assets that are redundant, underutilised or under-performing.
- ✓ Performance issues and constraints affecting your business.

What are the benefits to your business

Our Audit & Discovery Service is expected to be, at worst case, cost neutral to your business, in many cases we expect the saving and improvements identified to be self-funding through the project life cycle, reducing total cost of ownership (TCO) and total cost of change (TCOC).

Using the information gathered and our consultative approach, the team will analyse the data collected during the acquisition phase. Working in partnership to understand your current issues and future business needs, providing a fully costed technology roadmap detailing the necessary stages and implementation plan to achieve your business goals.

Security
Assess physical security risks
Cyber security security threats
Implement site wide policies
Ensure all entry points locked down

Maintenance
Rationalise contracts to actual asset levels
Align SLA's across technology stacks
Validate your IT asset register
Consolidate spares holding

Optimisation
Existing asset utilisation
Retire unused assets
Assess against current specification
Existing infrastructure capacity

Understanding
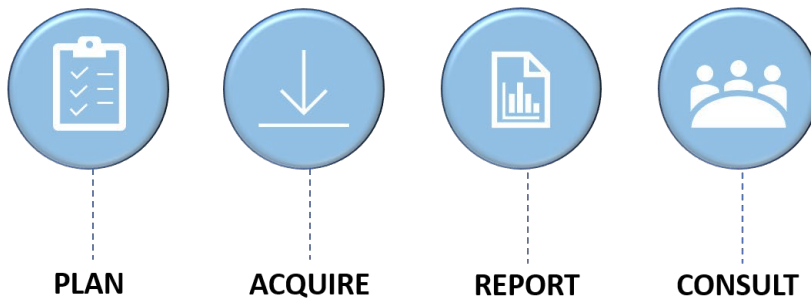Assess current state prior to upgrade
Perform due diligence for merger or acquisition
Avoid out of warranty & end of life issues
Create and maintain CMDB asset register

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The ISG Audit & Discovery includes physical and logical elements, the table below provides an overview of the audit criteria for each element, which is provided in a detailed report providing accurate information for the business.

Physical

✓ WAN Equipment
✓ LAN Equipment
✓ Wi-Fi Equipment
✓ PC's & Laptops
✓ Handsets & Mobiles
✓ Tablets & Printers
✓ Comms Rooms
✓ Network Cabling
✓ Access Control
✓ CCTV & Monitoring
✓ Physical Security
✓ Server Estate

Logical

✓ LAN Performance
✓ Wi-Fi Coverage
✓ Wi-Fi Optimisation
✓ Application Inventory
✓ OS & Software Licensing
✓ Server Performance
✓ Local Security Compliance
✓ QoS Application
✓ VoIP & IPT Readiness
✓ Desktop Inventory
✓ Maintenance Contract Review
✓ WAN Performance

ISG 'PARC' Service Methodology

PLAN   **ACQUIRE**   **REPORT**   **CONSULT**

PLAN

Working in partnership, we determine the output required from the audit and discovery service. Using our powerful ISG Connect ™ application creating bespoke audit templates for the collection of physical data coupled with the deployment of powerful discovery software to provide intricate mapping and network performance details.

ACQUIRE

Combining on-site and remote technical resources we will audit all physical and logical requirements as agreed in the planning phase. Typical audits provide details on actual quantity, location, capacity, utilisation and performance of all included assets.

REPORT

Detailed reporting will provide the raw output data for each location and will be collated to show a summary of the entire estate. The key deliverable of this phase is an overview report highlighting the key points of discovery, those offering tangible financial benefits or mitigating risks.

CONSULT

Using a consultative approach our team will analyse the data gathered during the acquisition phase, allowing you to understand your current issues, the technology roadmap and implementation plan allowing you to achieve your business goals.