



Il controllo delle prestazioni di soluzioni «Business Critical»

Fabio Malpezzi - CIO del gruppo Fabbri

ABOUT FABBRI 1905



A family company run by the 4th and the 5th generation.



Today Fabbri 1905 has 250 employees, about 1200 references with 17 product lines, 23 packaging lines and a modern factory that exceeds 169.000 sqm



Fabbri 1905 distributes its products in more than 100 countries, exporting the excellence of the “Made in Italy”.

10 related companies worldwide: 3 in Europe (Germany, France and Spain), 4 in the Americas (United States, Mexico, Brazil and Argentina) and 2 in Asia (Shanghai and Singapore).



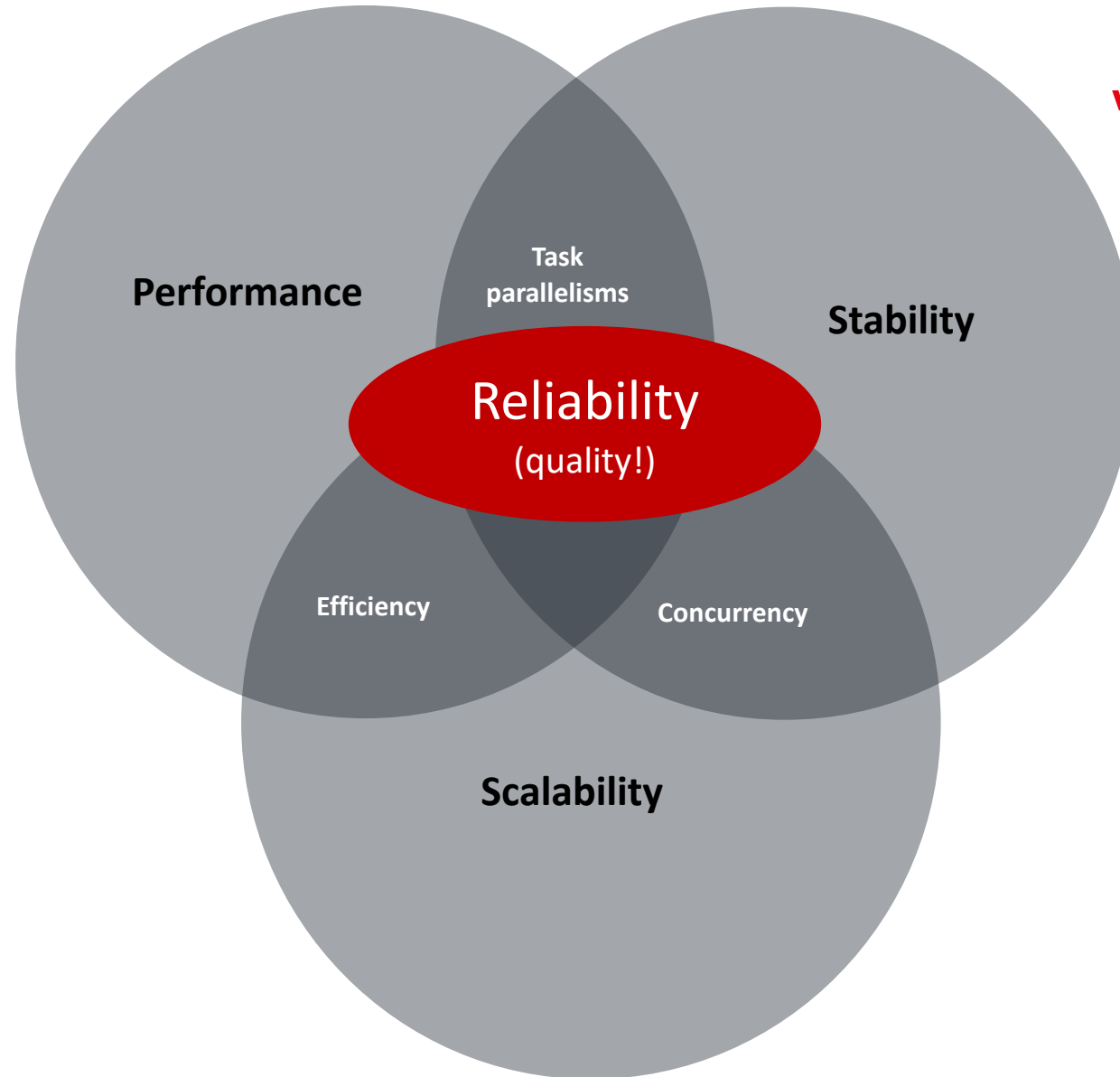
Sistema Informativo



- Based on Microsoft Dynamics AX 2012 R3
- Live from 2017
- IaaS
- One single «installation» for all the group companies
- 12 companies (only 3 in Italy) with different time zone & holiday calendar
- 4 different markets all over the world:
 - IceCream & Pastry Shops
 - Horeca (Bar, Restaurant & Hotel)
 - Distribution (GDO)
 - Enterprise customers

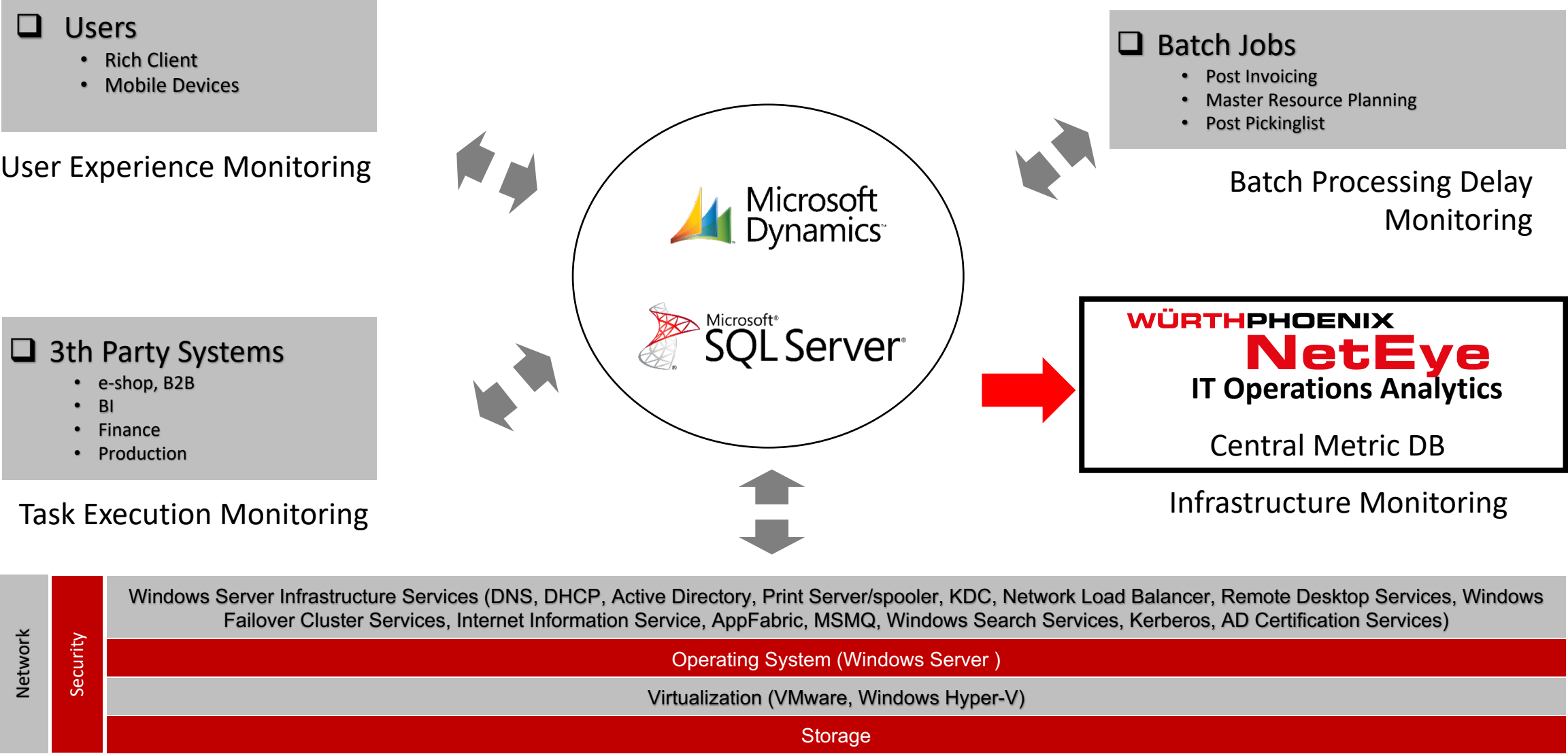


Fabbri Strategic IT Service: System Performance Monitoring



WÜRTHPHOENIX
NetEye
IT Operations Analytics

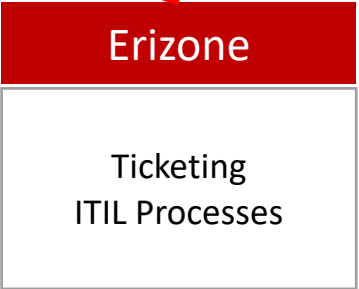
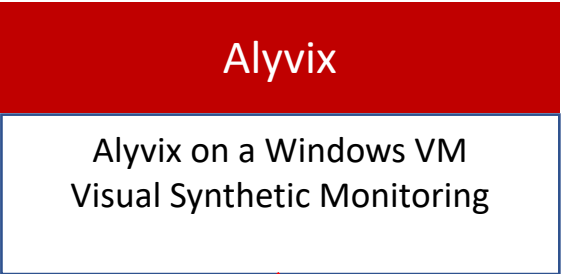
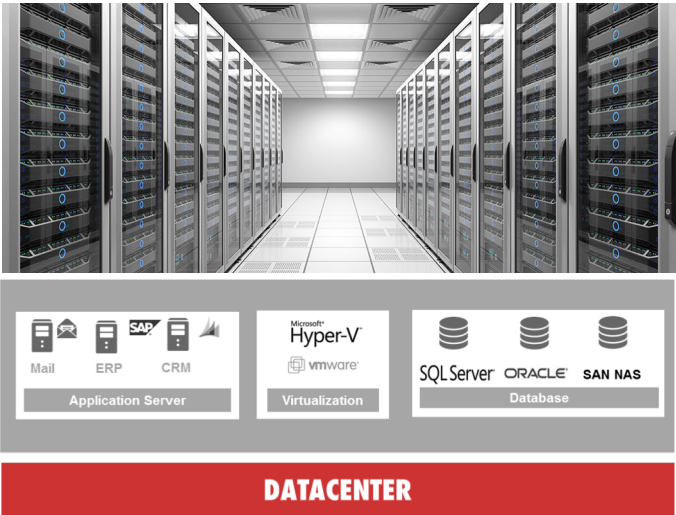
MS Dynamics AX case: What may impact its reliability?



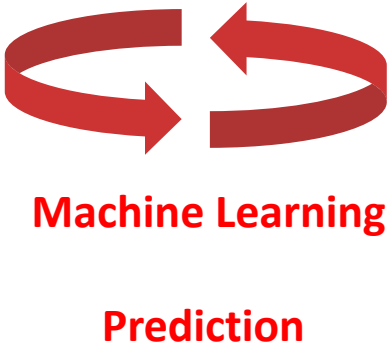
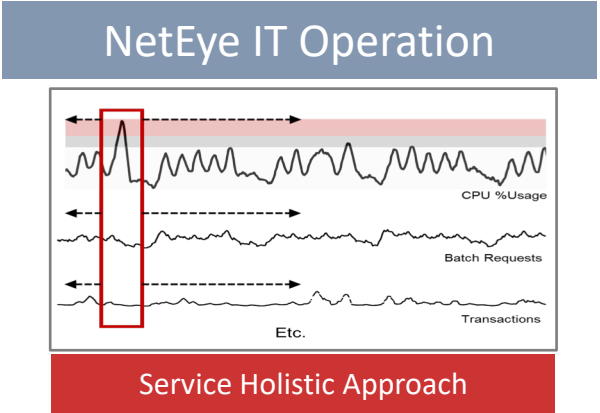
Neteye IT OPERATION ANALYTICS – saas business model

WÜRTH PHOENIX
NetEye

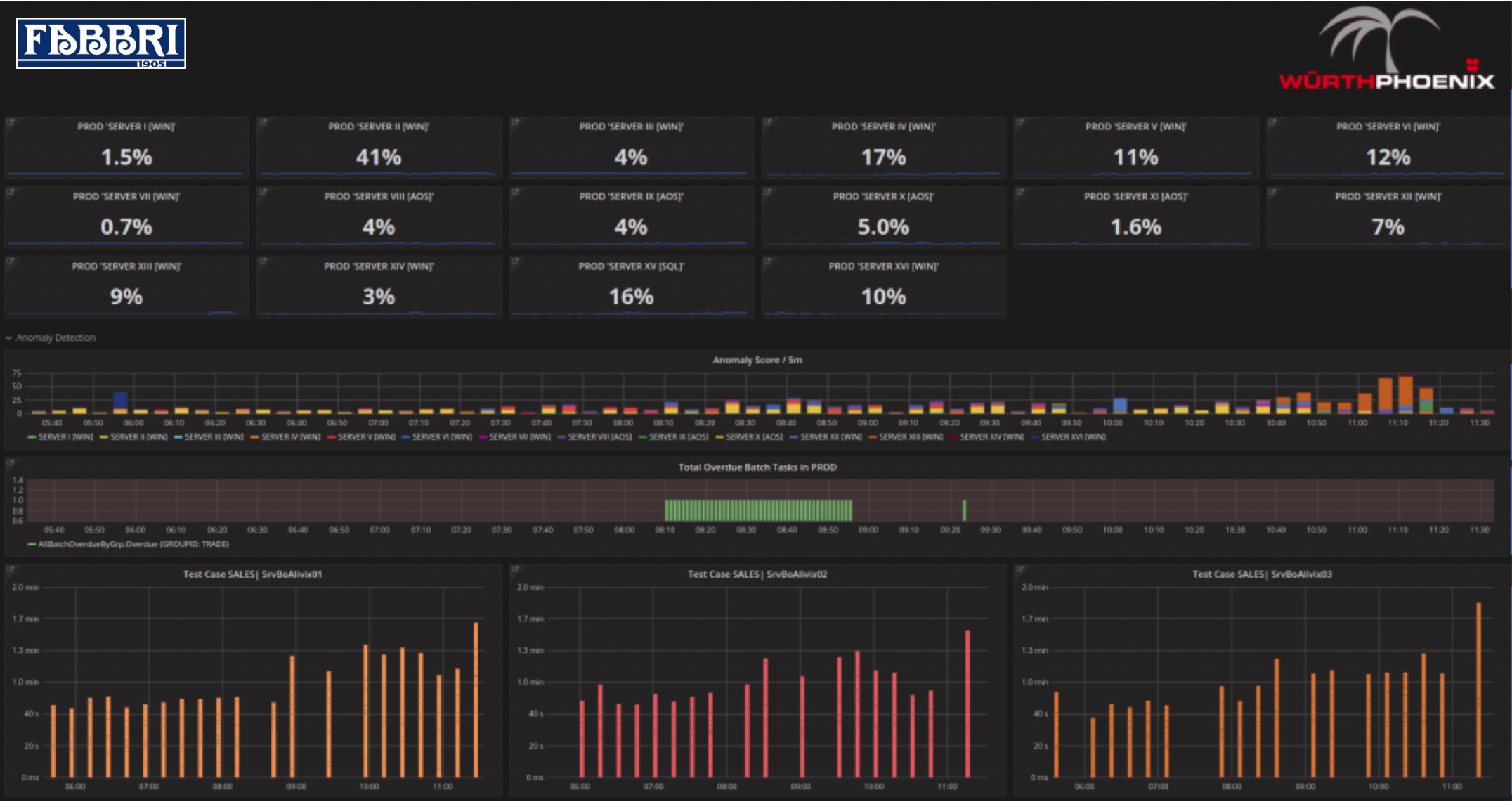
FABBRI DYNAMICS AX
DATA CENTER



WÜRTH PHOENIX
DATA CENTER



NETEYE ITOA: MULTI-LEVEL DASHBOARDING



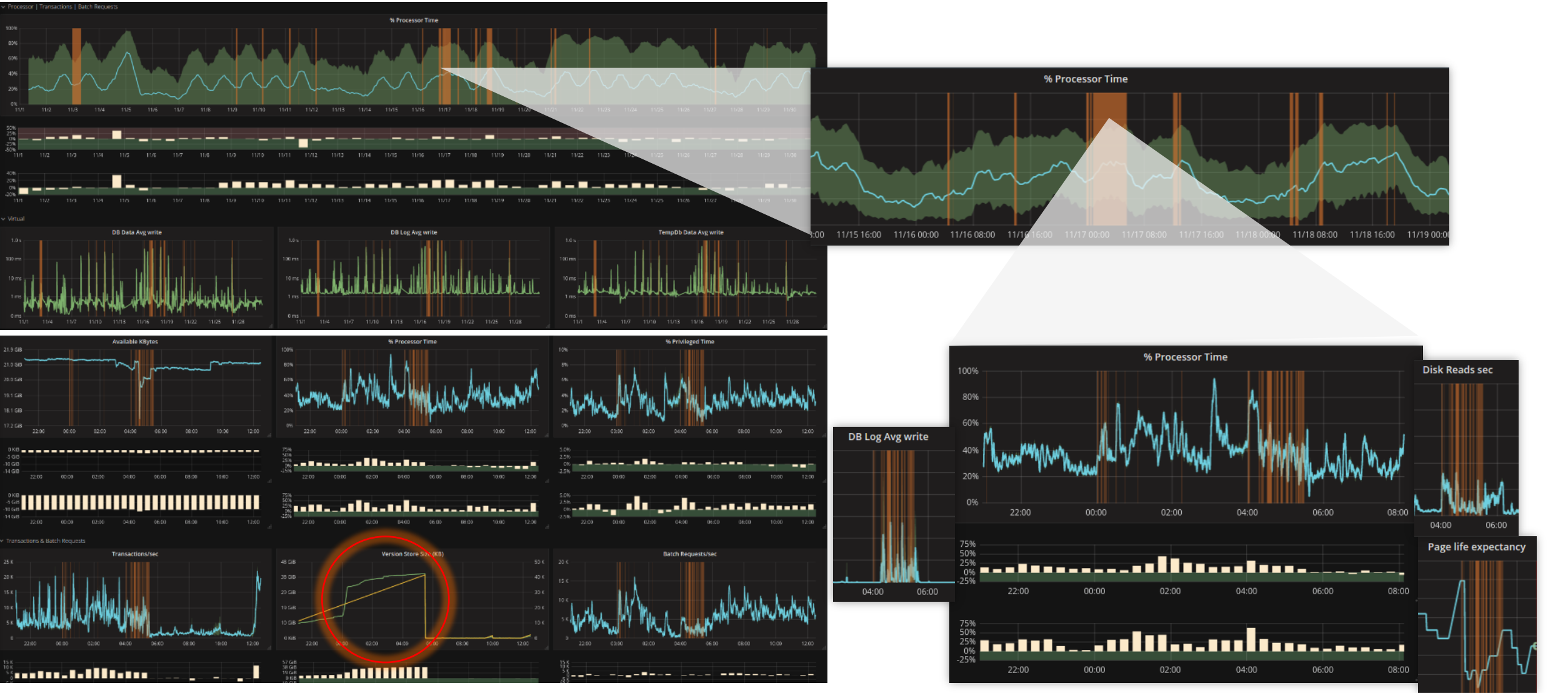
Server
Performance
Metrics

Anomaly
Score

Batch
Analysis

Alyvix
User
Experience

Machine learning



PREDICTION



NetEye IT Operation Analytics: Business needs & Business values

BUSINESS NEEDS

- Business critical solutions performance real time evaluation
- Performance simulation before significant changes
- SLA analysis

BUSINESS VALUES

- Continuous «system» (infrastructure & applications) monitoring addressing critical situations with the final objective to guarantee quality and reliability of the IT services
- Availability of multi level dashboard to keep under constant control the system performance
- Availability of A.I. instruments to address trouble shooting
- ITIL processes compliance. Availability of instruments, rules, methods and activities to guarantee high efficiency level of the processes life cycle.

Domande e Risposte