



CUSTOMER PROFILE



**Safmarine Computer Services**  
Belgium, South Africa  
[safmarine.com](http://safmarine.com)

**Industry**  
Transportation (overseas shipping)

**Annual Revenue**  
\$5.14 million (4.19 €)

**Employees**  
Not available

- CA Products**
- BrightStor® Enterprise Backup
  - Unicenter® Network and Systems Management
  - Unicenter® Asset Management
  - Unicenter® Software Delivery

- Key Benefits**
- High performance and available systems
  - Fast system response times
  - Lower total cost of ownership

- CA Advantages**
- Comprehensive data management and backup solution
  - Central management of backup and recovery
  - FlexSelect Licensing<sup>SM</sup>

## Safmarine Computer Services Doubles IT Administrative Productivity with CA's Unicenter® and BrightStor® Solutions

*“With a complex, growing network, it was a natural evolution to move to a network management solution. In deciding on Unicenter® NSM, we screened other tools, comparing value and needs, and concluded that CA offered a comprehensive solution for us.”*

— Mario Santy, Services Delivery Manager, Safmarine Computer Services

*“A major advantage of BrightStor® Enterprise Backup is that the directory with all of the data is on the backup tape instead of in a separate database. This gives much faster access to the data.”*

— Dirk Debie, IT Operations Manager, Safmarine Computer Services

### A Pioneer in Information Technology

Safmarine Computer Services (SCS) has pioneered some impressive firsts over its 30-year history. SCS launched the first disaster recovery service in South Africa as well as eLearning and eBusiness solutions. At the same time, it has delivered solid operational solutions to customers in shipping, finance, air transport and retail markets.

Safmarine is a separately managed member of the A.P. Moller-Maersk Group. A fully owned division of the multi-trade shipping company Safmarine, SCS has been the internal IT company of Safmarine since the late 1970s when containerization was implemented in South Africa. Now, SCS is applying the same successful model for its services in Europe.

### New Challenges in the Shipping Industry

The past years have seen fundamental changes in the shipping industry, with new handling techniques, intermodal transportation and ongoing pressures to improve margins.

To meet these challenges, SCS turned to Computer Associates International, Inc. (CA) for help — choosing Unicenter® Network and Systems Management (Unicenter NSM) and BrightStor® Enterprise Backup as the basis for a centralized, integrated management and backup solution. The result is a dependable business infrastructure for 1,500 internal users and booking agents, plus another 100,000 online users who can easily and efficiently register, track and trace shipments across the Internet.



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[safmarine.com](http://safmarine.com)**Key Features**

- Centralized monitoring and management
- Automated backup and restore

**Key Business Processes**

- Management of distributed environment
- Automated data protection

**IT Environment**

Servers:

- 70 Windows
- Two IBM AIX
- One HP-UX

Clients:

- 1,500 Windows

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"Shipping is a highly competitive business environment," said Kevin Simpson, Divisional Director of Sales and Marketing for SCS. "That's why SCS has always embraced new technology to meet the needs of demanding users in shipping logistics through agile, flexible IT infrastructures."

### A Single View of 72 Systems

The Unicenter NSM solution enables SCS to manage extensive IT resources, including 70 Windows servers, two IBM AIX servers, a Hewlett-Packard server and some 1,500 Windows clients.

"With a complex, growing network, it was a natural evolution to move to a network management solution," said Mario Santy, Services Delivery Manager at SCS. "In deciding on Unicenter NSM, we screened other tools, comparing value and needs, and concluded that CA offered a comprehensive solution for us."

Migrating to Unicenter NSM was an essential for SCS to meet high Service Level Agreement standards. "We needed to become more proactive, to know what's happening, especially in the Internet-based eCommerce environment," added Santy. "With Unicenter NSM, we have the benefit of a single console for monitoring 72 systems. We can also reduce manpower costs with unattended operations, since the system is able to track and inform IT staff regardless of time or place."

### More Benefits With Unicenter® Options

Supplementing the network and management capabilities provided with Unicenter NSM, SCS has added several other Unicenter® modules that further enhance productivity and performance.

- Unicenter® Software Delivery helps push software updates to 150 PCs in Capetown and 650 clients at remote sites.
- Unicenter® Asset Management automatically identifies and assesses every PC and server on the network. This is invaluable for monthly reports that explain to management what needs to be added or upgraded to maintain maximum infrastructure performance.

### Storage Area Network (SAN) Simplifies Backup

SCS chose BrightStor Enterprise Backup in part because of its easy-to-use interface that covers all platforms and provides a clear, consistent, overall picture of the enterprise.

Dirk Debie, Operations Manager, mentioned other benefits. "A major advantage of BrightStor Enterprise Backup is the fact that the directory with all of the data is on the backup tape instead of in a separate database. This gives much faster access to the data."



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BrightStor Enterprise Backup supports a SAN with two Linear Tape-Open (LTO) tape drives for a total capacity of 7.2 terabytes and data transfer speeds over fibre channel of up to 2 GB per drive. This makes easy work of overnight backups, yet offers the additional flexibility of backups even during working hours, without the need for users to close down files such as Lotus Notes.

### SCS Doubles Its Backup Productivity With CA Products

For SCS, the business benefits of its CA solution are clear. The company has increased the volume of data it manages by 50% without requiring additional administrative staff. SCS was able to downgrade the expertise required for system management, freeing its senior IT professionals for other, more productive tasks.

SCS also cut backup time by more than 25%, allowing staff to do single-file restores during the day as needed. In the past, they were still backing up well into the afternoon. With improved backup, SCS can deliver better service for its internal customers.

### FlexSelect Licensing<sup>SM</sup> Meets SCS Budget Needs

In addition, SCS is one of a growing number of customers who benefit from CA's FlexSelect Licensing. FlexSelect Licensing allows software licensing with shorter contracts, thereby reducing the risks inherent in technology implementation and reducing upfront financial commitments.

"We have found that the CA licensing option is much more flexible for us, meeting our budget requirements more easily" stated Debie. "We find it highly partner-oriented in terms of approach."