SINTREX

Western Cape Government Case Study
Public Services

"Sintrex's involvement gave us greater visibility of our environment as well as the ability to monitor service-levels; this has improved the relationships between IT and the various user departments and enabled us to baseline and quantify the impact of our IT Modernisation and Governance Programmes. Not only has this improved our service delivery, but it has improved our communication, accountability and overall IT maturity. This has allowed us to become more pro-active in our approach of supporting the WCG in achieving its goals – and ultimately in providing a better service to our people."

Mr Lance Williams - Deputy Director General in the Ce-I, WCG

THE CHALLENGE

Improve business productivity through superior IT provisioning through a continuous monitoring and measurement solution that will provide insight into all areas of IT services and infrastructure.

WCG required IT infrastructure management services to provide reliable benchmark measurements and greater visibility of its IT.

With ICT becoming an integral part of the business and fundamental in supporting, sustaining and growing public service, the Ce-I was under pressure to improve the overall effectiveness, efficiency and accountability of IT across the 13 provincial departments. The immediate requirement was to improve the stability, reliability and availability of the IT infrastructure and application services, but in the longer term to constantly improve performance levels, management of the IT investment and overall IT maturity.

THE SOLUTION

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An integrated, standards based, enterprise management solution and services.

Key Sintrex services utilised:

- Infrastructure Management
- Application Management
- Asset Management

Sintrex implemented the above services to measure SLAs, view traffic flows, manage incidents and problems, provide baseline measurements for planning and continuous operational improvement, establish sound configuration management and change control, manage third party service providers, etc.

THE RESULT

High level dashboard views were delivered to different stake-holders in WCG. In the process an operational "nerve centre" was established to handle queries and quickly react to any eventuality with speed and efficiency. In so doing, IT and business alignment improved dramatically, affecting increased IT maturity levels