

# Custom Management Pack Development Services

## Extend System Center Operations Manager

System Center Operations Manager (SCOM) is a powerful IT management platform but it's complex. Configuring SCOM to do exactly what you need it to do or integrating SCOM with other management platforms can be a challenge. Development tools like MP Author or Visual Studio can help but sometimes the complexity or effort is too high. That's where Silect can help.

## Custom Development Services

Silect has an experienced team of developers available to build your next Management Pack. Whether you need to manage specific devices or applications or if you want to integrate Operations Manager with another management tool or framework, we can help because we've done it before. And because we've done it before we can provide a better quality cost competitive solution and do it faster than anyone else.

## Silect Delivers

Silect has been delivering solutions to the System Center Operations Manager (SCOM) market for over 14 years. Silect has also built the most successful partner integration for SCOM – Silect MP Author that allows IT Pros to build the custom Management Packs (MPs) they require for their environment. Built in partnership with Microsoft, over 6,000 SCOM users are using MP Author to develop Management Packs.

### SILECT SOFTWARE INC.

Silect was founded in 2003 by a veteran team of entrepreneurs to deliver innovative solutions to IT management groups. In it's 14 year history, Silect has helped over 5,000 organizations optimize and secure their IT resources. Silect is a Microsoft GOLD partner, a Microsoft Cloud Alliance Partner, a Microsoft Managed Partner as well as a member of the Microsoft Power BI Red Carpet program.

## Custom MP Development Case Studies

### Network Device Management

A large equipment manufacturer had a number of network devices that were critical to the operation of their IT infrastructure. Instead of buying a new platform to manage these devices they wanted to leverage their existing investment in SCOM however they didn't have the skills necessary to build the required Management Packs. They turned to Silect who worked with device manufacturer to develop a commercial Management Pack that provided full visibility into the health of the network devices.

### Management Framework Integration

A large European telecommunications provider heavily leverages cloud capabilities to deliver services to their customers. However the operations group had no visibility into the status of their cloud services from within their primary monitoring tool (SCOM). So they came to Silect to build a bi-directional connector from their OpenStack monitoring solution to SCOM. This gave them complete visibility from SCOM into their cloud infrastructure.

### Security and Compliance

When Microsoft needed a security and compliance solution for their customers in the health care industry they went to their partner network to determine who was best qualified to deliver a commercial grade solution. They chose Silect. Working closely with Microsoft and the HITRUST Alliance, Silect build the HITRUST Compliance Pack to provide healthcare organizations with real-time security and compliance monitoring of their IT infrastructures. The Pack is available in multiple implementations including System Center and Microsoft OMS. Silect also developed Power BI dashboards as part of the project.

