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### Customer

Agrokor Group  
www.agrokor.hr

Headquarters  
Zagreb, Croatia

Partner  
Mrežne tehnologije VERSO d.o.o.

Industry  
Production, distribution and sale of  
food, beverages, and retail products

About the Organization  
As producer and distributor of agrifood, Agrokor is the largest privately owned company in Croatia with consolidated revenues of HRK 13bn in 2005 and over 20,000 employees.

Challenge  
Gain clear visibility on multi-generation, multi-acquisition built IT infrastructure, namely on network devices, supporting structures, and dependencies

### IT Domains

- > Asset Management
- > Network Resource Management

### Key products used

- > N(i)<sup>2</sup> Standalone CMDB
- > N(i)<sup>2</sup> Asset Discovery
- > N(i)<sup>2</sup> Network Design
- > N(i)<sup>2</sup> Connectivity Design
- > EMC | Smarts SDM

### Key Benefits

- > IT cost reduction by standardizing purchasing.
- > Instant ROI provided by analytical reports on spending and, IT asset allocation and software compliancy.

## COMPANY

Agrokor Group's market recognition and leading position in Eastern Europe is the result of its indisputable and continuous quality of its products. Since its first day in 1976, the company's mission has been to always offer healthy and superior products to each and every consumer.

The pursuit of this mission requires the implementation and support by each of its subsidiaries of the most rigorous quality and international standards and business processes, in addition to demonstrating leadership in the protection of the environment. These processes are essential in providing a reliable guarantee of the quality of its products.

For over 30 years, the company has demonstrated entrepreneurial ambition, first in the production of greenhouses, then by continuously expanding both vertically in the agribusiness distribution sectors, and horizontally by acquiring brand names and investing in food production facilities. The company's expansion has resulted in a series of corporate acquisitions and an extensively distributed IT infrastructure.

## CHALLENGE

Agrokor's multiple acquisitions over the years have resulted in a heterogeneous IT infrastructure, whereas its business expansion has led to widely distributed operational sites. While Agrokor favors an independent management style by subsidiaries, from an IT perspective, this had led to lack of control over technology and purchasing standardization, as well as a lack of visibility over of IT expenses.

Agrokor needed a better hand on IT spending by controlling software allocation, standardizing purchasing, and establishing the cost per location. The company was looking for a solution that would remotely provide a holistic view on all its heterogeneous and geographically distributed IT infrastructure, by zooming in on IT hardware, software, network equipment—and all their dependencies—without compromising the autonomous nature of each operational site.

## SOLUTION

The solution had to offer multi-environment, remote discovery capabilities combined with the ability to reconcile the entire IT inventory with a composite and geographic mapping of its physical infrastructure.

The solution needed to import, discover and reconcile data and information from a wide array of sources from various operating systems—Windows to multiple Linux versions and builds— Excel files, NetViz drawings, as well as from maps, floor plans and more.

To meet these requirements, the solution was assembled with N(i)<sup>2</sup>'s CMDB as the core federated repository, the N(i)<sup>2</sup> Asset Discovery, the N(i)<sup>2</sup> Network and Connectivity Design modules, as well as EMC | Smarts SDM via the N(i)<sup>2</sup> EMC SDM Adapter.

While the technology was provided by N(i)<sup>2</sup>, the integration was supported by Verso, a regional N(i)<sup>2</sup> Authorized Reseller and EMC Smarts Development Partner, recently awarded by EMC Smarts for best project in EMEA in 2005.

Their role in assisting the customer's IT and network crew in making adjustments in their network elements required by the SNMP and WMI protocols, as well as its close collaboration with N(i)<sup>2</sup> contributed to establishing the optimal discovery strategy.

In a first instance, the N(i)<sup>2</sup> CMDB was populated with WAN related data on network topology and devices, including routers, switches, Layer 2 & 3 IP discovery, LAN, VLAN, etc.

In a second step, the N(i)<sup>2</sup> Asset Discovery provided additional inventory information by populating the N(i)<sup>2</sup> CMDB with LAN-based hardware and software based on WMI, Windows Registry Scanning, and SNMP protocols.

In order for the N(i)<sup>2</sup> CMDB to federate and consolidate Agrokor's data, its rule-based reconciliation engine was instrumental in reconciling data and information related to both discoverable and non-discoverable resources into in a single, reliable dataset. Its rule-based engine helped detect which source of information was most accurate and filtered which information should be reconciled. Its integration with OSS/BSS was crucial in this phase.

The N(i)<sup>2</sup> CMDB's built-in spatial engine began correlating the discovered topology, devices and assets to imported maps and floor plans, providing Agrokor a first glance at its distributed IT infrastructure.

But before it could gain a 360° view, the N(i)<sup>2</sup> Network Design and Connectivity Design modules would come into play.

The N(i)<sup>2</sup> Connectivity Design provided for in-depth analysis of the network, such as the assessment of how resources connected to the network can be affected by problems and changes. In conjunction with the N(i)<sup>2</sup> Connectivity Design module

and CMDB, the N(i)<sup>2</sup> Network Design supplied a single database of record for all network asset information. This included all of Agrokor's telecommunications equipment, circuits, and IP addresses, etc. The N(i)<sup>2</sup> Network Design helped track all logical network resource and the services they support.

Agrokor owns an extensive and complex network and the N(i)<sup>2</sup> Network Design and Connectivity Design modules allowed its IT organization to comprehend the physical infrastructure architecture, generate reports complete with schematics, hierarchical and connectivity views—gaining full analytical control over its non-discoverable resources.

"The N(i)<sup>2</sup> Suite allowed us to quickly deploy a CMDB, gain a clear view of all our assets, and produce relevant reports. We managed to populate both discoverable and non-discoverable resources and correlate them with imported maps and floor plans. The N(i)<sup>2</sup> CMDB is the first stepping stone in the implementation of the ITIL standard"

Danko Pigac, Project Manager  
Agrokor

## RESULTS

The N(i)<sup>2</sup> CMDB offers Agrokor the capability to identify any IT resource, whether these are traditional IT assets, such as PCs, servers, software, but also people, buildings or contracts as Configuration Items (CI). More importantly the N(i)<sup>2</sup> CMDB enables to visualize their dependencies for enhanced analysis during operation.

The CMDB's built in Catalog Management allows the company's IT organization to create a list of approved CIs, such as software and hardware packages, in order to facilitate the standardization in purchasing.

The N(i)<sup>2</sup> Asset Discovery allows the company to automatically track the status, location, and changes having impact on software and hardware assets, adding to its control over software compliancy and IT spending.

The N(i)<sup>2</sup> CMDB standalone dashboard allows Agrokor to produce analytical reports as well as visualize these results in logical or geographical context. Agrokor quickly leveraged reports on type of deployed equipment, operating systems, workstations and software by site, and was able to begin standardization of purchasing—translating in an immediate ROI.

The implementation strategy was to build a fully functional pilot which was tested, approved, and deployed in its exact state. This was accomplished in 30 days during which N(i)<sup>2</sup> and Verso as local partner demonstrated the highest support level.

## ABOUT N(i)<sup>2</sup>

N(i)<sup>2</sup> develops and markets next-generation, ITIL-based technology for consolidated operation and business management of IT infrastructures and services. N(i)<sup>2</sup>'s flagship CMDB acts as a federated knowledge-base for N(i)<sup>2</sup> and 3rd party management applications by providing a composite mapping of IT infrastructures and how they relate to business. For more information, visit: [www.ni2.com](http://www.ni2.com).

## ABOUT Mrežne tehnologije VERSO d.o.o.

Verso offers full lifecycle services, starting from consultancy, planning and design, to maintenance and proactive exploitation services, support and training. Verso is strongly focused on service providers and enterprise market and has many years of experience in international projects implementing IP telephony solutions and integration with OSS/BSS components for service providers across Europe and the Middle East. For more information, please visit: [www.verso.hr](http://www.verso.hr).