



# N(i)<sup>2</sup> Customer Success



## Customer

Taleo Corporation  
NASDAQ: TLEO  
[www.taleo.com](http://www.taleo.com)

Headquarters  
Dublin, CA, USA

Industry  
Application Service Provider  
dedicated to HR

About the Organization  
Taleo Corporation (NASDAQ: TLEO),  
the leading provider of on demand  
talent management solutions.

Challenge  
Ensure reliability of data center  
infrastructure during ongoing  
changes and lower cost related to  
continuous expansion—while  
delivering top quality application  
services to over 750 000 registered  
users worldwide.

IT Domains  
Data Center Management  
Change Management

Key products used  
N(i)<sup>2</sup> Data Center Resource  
Management

## COMPANY

Taleo (Nasdaq: TLEO) delivers on demand talent management solutions that enable organizations of all sizes to assess, acquire, develop and align their workforce for improved business performance. Taleo's customers use its suite of solutions to improve their talent management processes to reduce the time and costs associated with these processes and to enhance the quality, productivity and satisfaction of their workforces.

Innovative managers at leading companies view their workforce as a key asset because talent ultimately drives business success and creates value. Leading organizations worldwide use Taleo's talent management technology, best practices, and services to cut costs and improve quality of hire.

Taleo currently has over 720 corporate customers with approximately 750,000 registered users who use its services to fill positions in almost 100 countries. Taleo is headquartered in the San Francisco Bay Area.

## CHALLENGE

Taleo's IT infrastructure is as mission critical to its own success as it is to its customers. Delivering optimal, on-demand performance and record-high customer uptime requires structure and processes to manage change.

The company's constant growth also relies on its IT group's cutting-edge expertise to manage ongoing changes as well as to expand its IT infrastructure— without ever compromising service quality.

Even with Taleo's highly efficient production team, from both financial and organizational perspectives, the IT infrastructure required expansion without proportionally growing the size of its organization.

*“We’ve replaced everything else  
in our infrastructure - But could  
never replace N(i)<sup>2</sup>”*

Patrice Bédard  
Director Infrastructure Operations  
Taleo

## SOLUTION

Foremost, the solution needed to deliver a composite mapping of Taleo’s datacenter infrastructure to identify the dependencies between all IT infrastructure resources, as well as to understand how they relate to business services. This visibility would provide the IT team with the ability to proactively model changes—including design, measurement and deployment—in order to minimize their impact on services.

In addition, the solution needed to provide tailor-made request management capabilities in order to reduce operational costs and streamline the IT organization’s response to daily customer demands.

To meet these requirements, a solution was assembled with N(i)<sup>2</sup>’s flagship CMDB and N(i)<sup>2</sup> Essentials, an all-in-one-package IT management solution that provides capabilities in Change Management, Task Management, Service Desk and Cost and Contract. The N(i)<sup>2</sup> HP API would leverage Taleo’s current HP OpenView® monitoring platform for additional information on the status of its assets.

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

N(i)<sup>2</sup> is an innovative and leading technology company that develops and markets cross-domain service management software to proactively manage the service and infrastructure lifecycles for IT, Networks, Facilities and Cloud domains from a single platform. N(i)<sup>2</sup>’s unique software provides service providers and large enterprises comprehensive visibility and control over complex infrastructure resources in their data centers. N(i)<sup>2</sup> enables them to rapidly provision and effectively deliver services by being Cloud-Ready, Services-Ready and Business-Ready. For more information, please visit: [www.ni2.com](http://www.ni2.com).