

Recent Melillo Events

Melillo Expands Footprint, Opens 3 New Offices

In support of our continued national expansion efforts, Melillo has opened three new offices. The opening of Melillo's Chicago office was held on May 4, the mid-Atlantic office located in Columbia, MD opened July 1, and the opening of our Cambridge, MS office was held on July 27th. Melillo is dedicated to serving our customers and partners nationwide.

Melillo Participates in MTUG, the 19th Annual Telecommunications and Computer Networking Conference

The annual MTUG was held on June 1, 2006 in Portland, ME. The conference allows professionals to join together and exchange information and ideas, expanding growth and opportunities within companies. Forty-four vendors exhibited their products and services and more than 370 individuals attended the event to learn and network.

Melillo Consulting Gives a Big Thanks to Customers and Partners

June 13th, 2006 Melillo Consulting held the 11th Annual Customer Appreciation Golf Outing at Fiddler's Elbow Country Club in Bedminster, NJ. Melillo strives to build and strengthen customer and partner relations through these types of events.

Melillo Consulting Platinum Sponsor of the HP Software Forum

The HP Software Forum took place in Miami, June 19th through the 23rd with over 2,500 attendees. With a platinum sponsorship of the event, Melillo Consulting was able to have good presence, network and develop new relationships and opportunities.

Melillo Consulting Offers a Webinar to Educate Their Customers

We are committed to providing our customers with the expertise and thought leadership they've come to rely on Melillo for. On June 28th, 2006 Melillo Consulting held a webinar to give our customers an inside look at the business-critical issues they're facing. With the introduction of Microsoft's 64 bit Windows Server 2003, MS SQL Server 2005 products and HP's enterprise class Integrity server family, it is now possible for the largest corporations to deploy SAP on industry standard platforms.

Melillo Consulting Participates in Special Olympics

On July 31st, Melillo team members reached out to support the New York-Genesee Special Olympics annual golf tournament at Cobblestone Creek Country Club in Victor, NY. The proceeds benefit 3,200 special Olympic athletes training year round in twenty sports.

Upcoming Industry Events

November 14-16, 2006 Gartner Enterprise Networking Summit Las Vegas, NV	January 4-5, 2006 itSMF Washington, DC
November 28-29, 2006 Enterprise Planning & Architecture Strategies Seminar Las Vegas, NV	March 18-20, 2007 CSO Perspectives Conference™ Colorado Springs, CO
December 10-12, 2006 Gartner CIO Summit Carlsbad, CA	



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solutions

news and information for the melillo community
vol 06 issue 1

Message From the President: Melillo is Optimized for Midsized

Mark J. Melillo: CEO & President

It seems these days that you can't read an article about IT without hearing how IT executives continue to face pressure to align their organization with the business more closely and yield tangible value to impact enterprise growth. Large organizations have a somewhat easier task, as they are fortunate to have many options to choose from to help them with that IT/Business alignment. In fact, there are literally hundreds of options for larger organizations to choose from, as vendors, consultants, and analysts beat a path to their doors to help solve their problems, knowing that there are large



budgets to accompany those needs. But what about the alignment needs of the midsize organization? Their needs are just as great, and the pressure is felt more acutely because their options are much more limited. Who can they trust, and just as importantly, how will they afford it? These are key questions that Melillo Consulting understands from our customers who are being tasked to do more with less, to control costs and justify expenditures, all the while meeting aggressive business goals. These are challenges that we've been successfully advising on for our more than 700 customers over the past 19 years.

Melillo Service Offerings include:

- Establishing the linkage between business objectives and technology solutions
- Closing the gap between theoretical and practical applications of technology
- Demonstrating compliance with policy and regulatory requirements
- Ensuring organizational governance and lifecycle management
- Developing solutions for ITSM, Identity Management, Service-Oriented Architecture, and others
- Leveraging technology investments to improve productivity and efficiency
- Recognizing and mitigating security exposure

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Melillo Consulting Again Awarded VARBusiness 500 Ranking

Company Recognized As Top Provider of Information Technology Services

Melillo Consulting has again been recognized by CMP Media's 2006 VARBusiness 500 as a top technology integrator. The company's ranking (#306) is based on 2005 revenues, and marks the seventh time since 1999 that Melillo Consulting has been on this prestigious list. The 500 companies are the leading revenue producers among solution provider organizations in North America and account for \$378 billion in sales of information-technology (IT) services and products. The definitive revenue-based ranking is derived from formal

research among solution providers, IT consultants, integrators and service organizations. Finalists were ranked according to their fiscal year 2005 revenue, based only on their reseller-related services business.

VARBusiness Editor Lawrence M. Walsh says, "companies like Melillo Consulting play critical

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Melillo is Platinum Sponsor of 2006 HP Software Forum

HP OpenView Forum International saw record attendance at this year's annual user's conference, where Melillo Consulting was proud to be a Platinum Sponsor. More than 2,500 attendees convened in Miami Beach for the 14th Annual HP Software Forum, North America's most comprehensive HP OpenView user group event. The Forum is a technical education and networking conference that features a collaborative learning environment where developers, executives, technicians, and other HP OpenView users convene to share inside industry knowledge, and gain tips and techniques to make their OpenView applications and implementations more effective. Melillo was one of only three companies nationwide to hold HP OpenView elite partnership status, exhibited during the show, with Melillo associates

offering helpful tips and techniques on OpenView solutions.

Jeff Gibson, General Manager of Enterprise Management & Security for Melillo, presented "Getting Control of Your Identities and Meeting Your Compliance Requirements." The break-out covered how to manage the end-to-end lifecycle of user identities across all enterprise resources both within and beyond the firewall, how to deploy applications faster, apply the most granular protection to enterprise resources, automatically eliminate latent access privileges, and much more. Jeff spoke about how to leverage the HP OV Select Identity and Select Access Management Suite in its entirety or deploy individual components to meet a company's unique needs.

As in previous years, Melillo went home with awards from HP in multiple categories.



Melillo's IT Service Management Solution

Integrating People, Processes & Technology

In providing services to our customers, Melillo Consulting focuses on the integration of people, processes and technology. It is this approach that has allowed us to be so successful in helping our customers to implement IT Service Management solutions.

For those of you who are familiar with IT Infrastructure Library (ITIL) Best Practices for IT Service Management (ITSM), you understand how strongly ITIL has emphasized the importance of the 3 P's, people, process, products (tools and technology) in the delivery of quality IT services.

ITIL has recently increased the number of "Ps" to 4: the fourth one being partners (suppliers, vendors, and outsourcing organizations). At Melillo Consulting, we are pleased that ITIL acknowledges the key role that a partner plays in the delivery and support of IT services.

Melillo Consulting is working with customers on all aspects of IT Service Management, from assessing the current state of IT efficiency and effectiveness, to designing and optimizing the integrated architecture, and service support and delivery processes. We facilitate awareness campaigns at the highest level in an account, to enlist senior management support and commitment; and throughout

the organization to obtain buy-in from all participants. We know that our customers expect and require us to excel and to maximize our contribution as a valued partner.



Related services in our consulting solution offerings include:

- Executive ITIL Workshop
- IT Service Management Mobilization Workshop
- IT Service Management Assessments
- IT Process Design, Integration, Implementation and Optimization
- Establishing or Optimizing the Service Desk
- IT Service Request and Provisioning – Process Development and Implementation
- Developing a Service Catalog
- IT Service Planning and Definition

For more information:

<http://www.mjm.com/offerings/solutions/it-service-management/>

Industry Primer: IT Infrastructure Library (ITIL)

As companies become increasingly dependent on IT, the need for high quality IT services becomes more critical. The IT Infrastructure Library or ITIL, was developed in recognition of the growing dependency on IT by organizations and embodies best practices for IT Service Management. Used by hundreds of organizations around the world, ITIL is a widely accepted approach providing the foundation for quality IT Service Management.

Developed by the UK's Office of Government Commerce (OGC) and supported by publications, qualifications and an international user group, ITIL provides a consistent and cohesive set of best practice for IT Service Management. The processes promoted in ITIL are supported by the British Standards Institution's standard for IT service Management (BS15000) and a comprehensive qualifications scheme, accredited training organizations, and implementation and assessment tools. The widespread adoption of the ITIL guidance has encouraged organizations worldwide to develop supporting products as part of a shared 'ITIL Philosophy'.

ITIL consists of a series of books, known commonly as 'sets,' which give guidance on the provision of quality IT services, and on the resources needed to support IT. ITIL is currently comprised of eight sets: Service Support, Service Delivery, Service Management, Security Management, ICT Infrastructure Management, The Business Perspective, Application Management, Software Asset Management. The two most commonly used sets are Service Support and Service Delivery.

Intended to assist organizations develop a framework for IT Service Management, ITIL is aimed at IT service providers, IT directors and managers and CIOs. ITIL also informs business managers, customers & end-users involved in building good relationships with their IT service providers, and any organization that depends on IT Services.

OGC worked closely with BSI and itSMF in revising the ITIL books in 2000 in order that the BSI Management Overview (PD0005), BS15000-1 (Specification for service management), BS15000-2 (Code of practice for service management) and the ITIL series form part of the same logical structure. An established and well defined certification scheme is in place to support ITIL, which is made up of three distinct levels: Foundation, Practitioner and Manager.



Benefits of ITIL

ITIL provides a systematic and professional approach to the management of IT service provision. Adopting its guidance can provide such benefits as:

- reduced costs
- improved customer satisfaction through a more professional approach to service delivery standards and guidance
- improved productivity
- improved use of skills and experience
- improved delivery of third party services through the specification of ITIL or BS15000



Comments or suggestions? Please email us at info@mjm.com.

Leading Paint Manufacturer Finds Success In Melillo Partnership

Benjamin Moore Data Warehouse Solution

Benjamin Moore & Co., a Berkshire Hathaway company, was founded in 1883 and is one of the country's leading manufacturers of premium quality architectural, commercial and industrial maintenance coatings. Benjamin Moore products are sold through a network of authorized, independent retailers throughout North America.

The Challenge

Benjamin Moore asked Melillo to provide a solution for the design and implementation of the technical infrastructure for their data warehouse and decision support systems.



Specifically, the Melillo consultants implemented two HP Integrity server clusters, an enterprise SAN solution and an enterprise backup solution. The first cluster consisted of (4) HP Integrity servers providing the production environment. The second cluster consisted of (2) HP Integrity servers providing the test and development environments. The SAN solution included an HP XP12K disk array, HP StorageWorks Fibre Channel SAN switches, and the backup solution consisted of an HP MSL6060 tape library utilizing Veritas Netbackup software. The solution provided the technical infrastructure for (2) Oracle10g RAC database server clusters that utilize Oracle's ASM and

ClusterWare technology. This infrastructure provided a scalable, highly available, high performance data warehouse solution for Benjamin Moore & Co.

Project Success

Working closely with the Benjamin Moore team, Melillo designed and implemented the solution on time and within budget. The entire solution was implemented and validated and the key to the success of this project was the knowledge transfer that occurred between the Melillo and Benjamin Moore teams.

The Solution

Melillo provided a design team, implementation team, and a Project Manager to work with the Benjamin Moore IT personnel to deliver the infrastructure as designed and documented. The services included installation and configuration of a scalable, highly-available layered products solution consisting of clustered servers, an enterprise SAN, high-speed networking, an enterprise backup solution, and monitoring and performance tools. Melillo provided complete integration services, end to end, including: server, SAN, and backup setup and implementation.

New Hires Support Melillo Expansion (continued from page 3)

management, and partner alliances. He was most recently the Senior Vice President, Sales at Network System Architects, Inc. Prior positions included sales and account management roles at Keane, Inc; MicroAge; and Entex Information Systems.

In the Northeast, John Liss and Dan Solomine have come on board as Directors of Business Development in the tri-state area. With more than twenty years experience in the development of information technology/application software companies, Liss has held a variety of executive management positions over the last twelve years with profit and loss responsibilities. He has an understanding of management, as well as sales and marketing of information technology services offerings related to decisions supporting data warehousing, ERP, CRM along with human resources (SAP/Oracle/PeopleSoft). Liss has positioned technology organizations as leaders and created branding strategies for specific vertical markets in insurance, finance, life sciences, CPG and manufacturing. He has also created product alliances with SAP, Oracle, MicroStrategy, Cognos, Brio and PeopleSoft. Liss comes to Melillo from AlterPoint where he was Director of Sales. Dan Solomine comes to Melillo with more than 25 years of sales experience in the computer industry, having worked for Hewlett-Packard, for 23 of those years as a Territory Manager, Dot-Com Sales Representative and Account Manager for Dun & Bradstreet and UPS. He has found success in the infrastructure solutions space, including decision support and financial applications. During his HP tenure, Solomine was a former Presidents Club winner and has significantly over-achieved his quota in 21 of his 23 years.

Melillo Hosts 11th Annual Customer Appreciation Golf Outing

Awards and Presentations Highlight: "IT Solutions: Foundations for Success"



Melillo Consulting hosted its eleventh Annual Customer Appreciation Golf Outing at Fiddler's Elbow Country Club in Bedminster (NJ) on June 13th, 2006. More than 200 Melillo customers, partners, and employees attended the

all-day event that included the presentation of Melillo's 2006 Customer Appreciation Awards and an overview of Melillo's solution offerings.

Melillo's 2006 Customer Appreciation Awards were presented in the following categories:

- 1- Best Integrated Service Desk Solution
- 2- Best Departmental Portal Solution
- 3- Best Virtual PMO
- 4- Best Migration to Itanium
- 5- Best Telecom/IP Management Platform
- 6- Best Compliance Driven Enterprise Management Solution
- 7- Best Business Intelligence Solution



Eric Gleie from HP (center) wins putting contest. Here he received his putter from Gary Melillo (left) and Mark Melillo (right).

Thanks to all our Sponsors: HP & HP OpenView, NetApp, Hitachi, VMware, Symantec, Spectra Logic, Avnet, MOCA, IBM, Sun, Riverbed, Microsoft, Intel, Citrix, SAP, Oracle, Alterpoint

New Hires Support Melillo Expansion

Continued growth and an eighteenth successful year fuel Melillo's ongoing national expansion. In 2006, Melillo Consulting continues to grow our presence in Houston, Boston, Cincinnati, New England, and on the West Coast. In support of these initiatives, recruitment of top talent has resulted in a number of new additions to the Melillo Consulting family.

Melillo's standing as one of three top-tier OpenView Elite Partners in North America necessitates our continued expansion to provide OpenView sales, support and consulting services to a national market. Melillo's growth continues in the New England region with the addition of Phil Logsdon as the Director of Business Development for that region. Phil is certified in ITIL/ITSM and experienced in server and application management. He has consulted at high levels on EMS, business continuity and integration issues. Phil worked most recently for NetScout Systems (network performance management sales), and he is a 24-year Hewlett-Packard alumnus of various sales and sales management roles through 2002. Phil has sold everything from protocol analyzers to UNIX systems, storage, software and consulting. On the West Coast, Andy Hill joins Melillo as Director, Business Development. Andy brings over 20 years of sales and business development experience in technical, IT, and engineering technologies and applications. In addition, Andy has held senior management positions where he has been responsible for strategic planning, account

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Melillo's Identity Management Solutions

Providing Cost-Effective Contextual Identity Management

Corporate operations today are increasingly automated - relying on a wide range of enterprise applications that include HR, CRM, ERP, SCM, corporate directories, and more. While these applications help to streamline businesses processes, they also create an environment where user data is often highly fragmented and difficult to manage. The complexity of this environment is magnified as businesses make internal applications accessible to external partners (B2B) and customers (web commerce). Although this functionality is often critical to business operations, providing external users with secure access to internal resources is a daunting task for corporations.

Identity Management is a set of processes that enable organizations to more efficiently manage user identities. Identity Management solutions provide organizations with a thorough security infrastructure. By implementing a password or certificate-based authentication framework, Identity Management enables organizations to maintain stringent security policies for governing application access. This framework protects sensitive information from unauthorized access, and by implementing standard, enterprise-wide security policies, can facilitate the regulatory compliance process. By consolidating user data from a variety of disparate sources, Identity Management systems improve security provisioning across fragmented application environments and dramatically reduce administration and maintenance costs. With an Identity Management infrastructure in place, organizations are also able to develop new business models for communication and application access.

Melillo Identity Management Plans provide highly reliable and scalable Identity Management solutions designed to integrate with a wide range of complex enterprise application environments. The solution includes a combination of Business Process Consulting, Identity Management Technology, Custom Application Integration, IT Governance, and Training & Support.

This unique combination of Business Process Consulting, technology, and support services offers a best-of breed solution for complete cost-effective Business Integrity for organizations of any size, industry, or geographic location.

Melillo GM Participates in Financial Services Technology Virtual Roundtable

Carney Featured in FST.com Article: "Beyond Compliance"

Rick Carney, General Manager, Management Consulting & Infrastructure Technology, participated in the virtual roundtable "Beyond Compliance," featured on USFST.com.

For the article, FST solicited expert insight into compliance challenges facing the financial services industry and the benefits of being proactive when it comes to regulatory issues. Carney joined thought leaders Andrew Wilson of Accenture and Kurt Long of EpicTide, a security information management solution provider and authentication, authorization and audit (AAA) expert.

The panel identified the high cost of compliance and the need for balance in managing competing priorities as two challenges facing industry leaders. When asked what financial organizations could do better on the compliance front, they cited maintaining security and

compliance over time, establishing a top-down "values-based" culture of regulatory rigor and solid business ethics, and developing a clearly aligned risk management strategy as priorities.

The experts agreed that evermore, IT's role in compliance is critical, and compliance must be integrated into the larger corporate landscape for an organization to thrive in a highly-regulated environment. The team also projected upcoming trends in compliance management, which can be found in the full story on FST.com.

Read full story: <http://www.usfst.com/pastissue/article.asp?art=26019&issue=153>



DID YOU KNOW? Melillo is a member of itSMf and has a team of ITIL-certified consultants

President's Message (continued from page 1)

Differentiating Ourselves

Melillo Consulting has developed a best practices program that we believe will clearly separate us from other technology partners. This program, a proven and systematic approach to help midsize organizations make smart decisions about their IT infrastructure, is aimed squarely at understanding and solving the distinct challenges of this group. Our approach is rooted in tested industry best practices, leading technology partners, and most importantly, the real-world experiences of our analysts and consultants. Our program provides a comprehensive, methodical yet flexible process to develop IT strategy and a systematic approach to help our customers make smart decisions about their IT infrastructure, management and security solutions. Our consultants are some of the industries leading IT experts. Drawing on experience in planning and managing complex IT initiatives, our seasoned consultants provide the knowledge and assistance to ensure ongoing success.

What's Ahead for Melillo Consulting?

Melillo Consulting saw significant growth in 2005 both in terms of our solution offerings and the national expansion of our Enterprise Management business. Covering all corners of the US, Melillo is now poised for even more significant growth in the coming year. In the midst of a wealth of positive change and growth, we remain focused on the mission-critical infrastructure components and personalized attention that our midsize customers have come to rely on Melillo to deliver.

Melillo Restructures Professional Services Organization To Better Serve Customers

In the ongoing effort to better service customers, Melillo has reorganized its Professional Services Organization (PSO) to more effectively facilitate growth while maintaining a successful functional strategy. Under the leadership of Henry Fastert, Vice President & Chief Technologist, Melillo's PSO was designed to streamline customer service and is focused on specific functional areas including strategic planning, mission critical infrastructure, datacenter management, and security. The newly reorganized PSO will consist of three business units: Enterprise Management & Security, Enterprise Application Infrastructure, and Management Consulting.

Jeff Gibson, formerly General Manager of Melillo's Texas office, has been named General Manager of the Enterprise Management & Security business nationally. His team of solution architects and delivery personnel will continue to provide the full suite of data center management and security services to customers.

Rick Carney has been named General Manager of the Enterprise Application Infrastructure and Management Consulting Groups. Rick's Management Consulting team will continue to provide strategic planning, organizational design and assessment, and technology management services such as infrastructure, PMO, outsourcing evaluation, and compliance. His Infrastructure team will continue to provide the full spectrum of infrastructure design and implementation services to Melillo customers.

Gibson and Carney are widely recognized for their subject matter expertise and industry experience, and have the business experience necessary to provide the insight, leadership and focus required to drive significant growth in each of these business units. By aligning the solution architects and delivery teams under these leaders, the organization has made Gibson and Carney responsible for both strategy and implementation- a winning combination that will help ensure a seamless and streamlined customer experience and implementation.

VARBusiness 500 Ranking (continued from page 1)

roles in providing the proper information-technology strategies and systems to corporations and institutions to help drive business forward."

"Being ranked on the VARBusiness 500 list is always an honor," said Mark Melillo, Founder and President of Melillo Consulting. "To be recognized for the seventh year running is not only a testament to the quality of the Melillo Team, but recognition of our continued commitment to our customers."

To complete the 2006 ranking of the 500 largest North American solution providers, VARBusiness partnered with research firm Answers Research to help collect and analyze the data. VARBusiness designed the survey which was administered on its Web site between February and April 2006, as a means to collect the data. Independent data sourcing (e.g., SEC filings, annual reports, etc.) also was conducted.