

Case Study Major European Fixed Line Service Provider

“MTM has become an essential part of our environment. It has proved to be extremely valuable in looking after our Netcool system, and we’re now looking at using it to manage other business critical applications.”

Netcool Service Manager

Introduction

This leading UK-based fixed line telecommunications service provider began to experience rapid growth at the start of the decade, following a number of strategic acquisitions.

The company had deployed a Netcool solution to monitor its fixed line voice network, and the solution comprised a multi-tiered environment, with data being collected from various network locations in the lower tier, processed and correlated within the middle tier, and then transferred to a display tier that users connected to.

Operators within the Network Management Centre were faced with up to 10,000 network faults at any one time. Over 5 million unique events were processed by the Netcool environment during a 24 hour period

Requirements

As a result of the overwhelming number of events that needed to be addressed, the service provider was routinely experiencing application failures within the fault management environment. However, the operator was often only made aware of problems when users complained. The network operations team was starting to lose faith in the existing system, and the company was starting to consider alternative strategies.

The Netcool solution had grown quickly in terms of the amount of software deployed, and was heavily relied upon for service continuity; it soon became a mission critical system.

As the deployment evolved, the service manager noticed that components were sometimes failing, and not being restarted by the support team for several hours. This was primarily caused by the support group not knowing that there was an outage taking place. Users were reporting performance problems when using the system, but the support team didn't have visibility of the issues.



Case Study

The Solution

Abilisoft MTM was quickly deployed to assure the entire Netcool deployment, to monitor and manage all components in the environment, feeding into the central console.

Corrective actions were put in place, so that when a component failed, Abilisoft MTM would automatically restart it, reducing application downtime. Using Abilisoft MTM to monitor the Netcool configuration in real time demonstrated that a lot of the outages were being caused by configuration changes being made within the production environment on the fly, and errors were being introduced.

To resolve this, Abilisoft MTM not only informed the Netcool service manager every time there was a configuration change, but also reversed the change if the application started to fail.

Benefits

As a result of Abilisoft MTM being deployed across the environment, the reasons for performance problems and application failures were uncovered, and subsequently resolved.

In addition, Abilisoft MTM now provides the Netcool service manager with the evidence required to justify making any architectural changes.

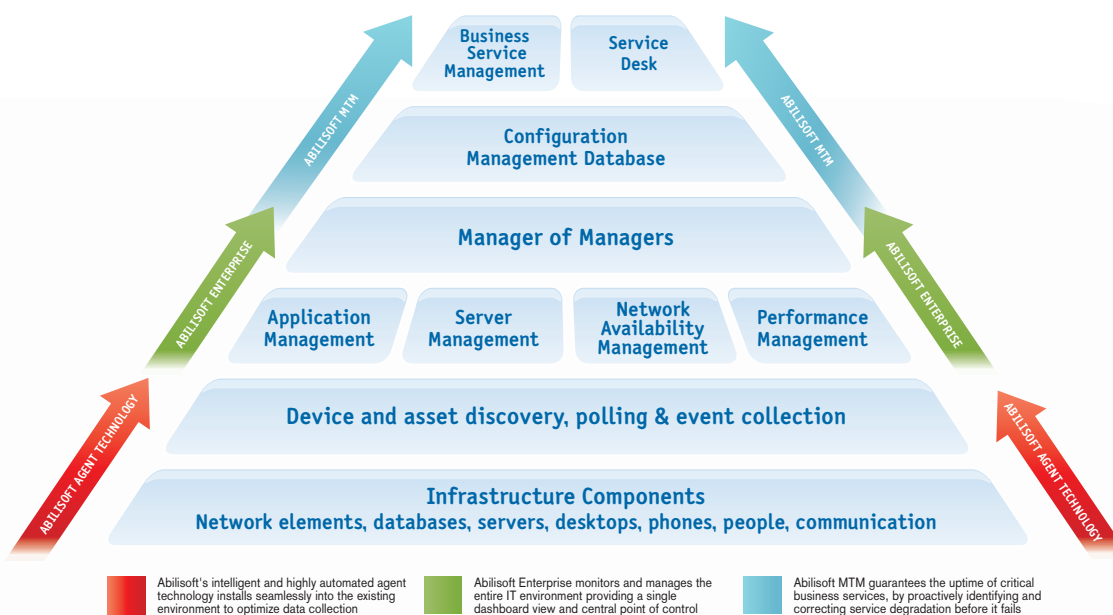
Consistent monitoring of the Netcool application has allowed the network operations team to easily report service levels to the business, restoring faith in the chosen application, and preventing the need to consider a replacement.

Looking to the future

Abilisoft MTM now monitors the end-to-end performance of the Netcool system, providing a high-level view of the entire environment, as well as giving a perspective for individual users in various locations. This has given the service manager full confidence that any new problems that arise will be discovered and fixed by the support team, before end-user service degrades or fails.

“As a result of deploying Abilisoft MTM, I now know exactly what’s going on with the system, and I am made aware of any problems before my users suffers any service degradation”

Netcool Service Manager



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