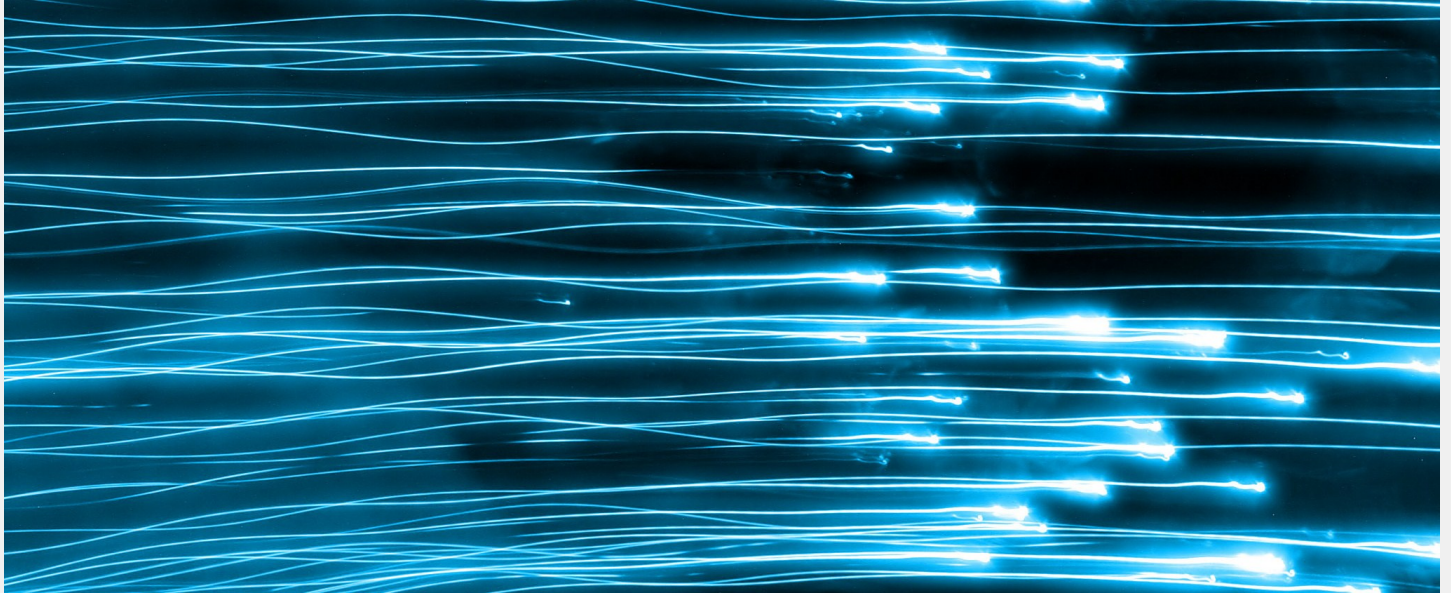


## British Telecom Global Services



### About British Telecom Global Services

BT Global Services (BTGS), part of BT Group plc, provides managed networked IT services for business and government organisations. They operate globally and deliver locally to most of the world's large multinational corporations, challenging the incumbent operator in a number of key markets for services to national businesses and governments.

BTGS's key assets include a global, all-IP 21CN network, data centres, solution design and integration professionals and IT security experts. This combination of network, IT and professional services allows BTGS to bring together managed solutions that help our customers' people to be more productive, their customers to be better served and their organisations to operate more efficiently.

### The Challenge

BTGS provide and manage a carrier class IP-Voice and data network for a large enterprise customer. This consists of over 170,000 handsets across 1,600 physical sites. A national MPLS network provides high quality coverage connecting the sites. About one third of the sites, typically the largest ones, have a redundant configuration of two routers and two connections to the MPLS network; the remaining sites each have a single router and connection to the network.

Bound by Service Level Agreements, BTGS needed rapid notification of failures at a site level, depending on whether a site was completely unavailable for the voice or data service, or where part of the redundant configuration had been lost.

BTGS required a tool to provide intelligent availability analysis and implementation of business rules. The solution needed to interface with local OSS/BSS systems, and had to be delivered rapidly as part of a BTGS contractual undertaking with their customer.

### In Brief

#### Industry

- Managed Networked IT Services

#### Challenge

- Rapid notification of failures
- Intelligent availability analysis
- Interface with local OSS/BSS systems
- Rapid delivery

#### Solution

- Cortex – IT Process Automation

#### Benefits

- True failures quickly identified
- Rapid repair
- Minimised downtime
- Unified and synchronised view of the network
- Co-ordinated responses
- Consistent, scalable, reliable and efficient implementation of company operating policy

## The Availability Management Solution

A Cortex ITPA (IT Process Automation) solution was delivered to BTGS. Also implemented were the ITPA sequences for BTGS based on the requirements scoped by business analysts from both companies. Here's how it works:

- A 3<sup>rd</sup> party OSS periodically interrogates all site routers. It then passes status SNMP traps to Cortex.
- Cortex parses these traps, removes repeated messages, and implements clear-and-replace logic based on specified message status changes.
- Cortex interrogates a Configuration Management Database (CMDB) via BTGS's service bus to identify whether a site is redundant, and the number of end users potentially affected.
- Cortex then executes several ITPA sequences to determine site status. Based on the resulting decisions, Cortex may post an alarm to the Cortex alert GUI, send an XML notification to the BTGS on-site maintenance team, or e-mail the BTGS support teams.

The automation checks for business hours at the site. If outside of business hours, Cortex waits until the next business day begins. Only if the fault is still present at that time does it trigger a RAG alert.

The 3<sup>rd</sup> party OSS, consisting of 17 nodes, occasionally loses visibility of the router network, creating a storm of "site unavailable" messages to Cortex. In this case Cortex will perform alarm correlation back to the affected node, and will not trigger any alarming if OSS network access is likely to be the true problem.

## The Benefits

The ITPA solution has a direct business benefit in cost savings to BTGS: true failures are quickly and automatically identified, resulting in rapid repair to minimise unavoidable down-time and to avoid potential outages and associated SLA penalties.

The 3-way alerting ensures that all operational teams are working off a unified and synchronised view of the network state, and can co-ordinate their responses.

By implementing a combination of business and operational rules, and by integrating these with existing OSS/BSS systems, BTGS can guarantee a consistent, scalable, reliable and efficient implementation of company operating policy.

## Innovise ESM

Innovise ESM works with IT organisations to improve their ability to innovate and respond to the changing needs of the business. Whether the challenge is reducing costs, corporate governance, taking on new services or consolidating infrastructures, Innovise ESM provides the impartial advice, expert skills and the service management technology to enable IT organisations to manage continuous change.

Innovise ESM offerings include:

- ITIL Service Management Consulting
- Enterprise IT Management Solutions
- Network Management Solutions
- Process Orchestration
- Training Solutions
- Technical Support Services

## Summary

Cortex enables our customers to re-align IT with the business. To approach problem resolution and future planning from a more business and service oriented perspective rather than in a fire fighting and reactive manner. Although it's difficult to put a value on aligning IT goals and objectives with those of the business as a whole, it's not at all hard to appreciate the enhanced value and improved perception this brings to information technology and its operations, as end users and executives alike begin to benefit from increased productivity, enhanced end user experiences, and a less trouble prone working environment.

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