

The Network Management Challenge

Networks are the lifeblood of an organisation, responsible for the timely and accurate delivery of business services and applications, but managing the network is becoming increasingly more complex and expensive:

The Network is constantly changing

- The network environment is highly dynamic
- Impossible to visualise on a single pane of glass all the heterogeneous vendor's networking environments
- Difficult to visualise the "logical" (and "virtual") with the "physical" network infrastructure
- Increased management complexity with new technologies such as VoIP, MPLS, IP Multicast and virtualisation

Sense and isolating that the network is the problem

- Many times users know before administrators that the network has failed
- How does the business quickly detect and isolate the root cause of complex problems?
- Dealing with the multitude of events generated in an event storm is not easy

Things are not improving...

- Network managers are expected to do "more with less"
- They are fighting fires rather than supporting new business initiatives

Effective Network Management has to address all of the above issues. It also needs to be proactive and provide real-time information on the whole of the IT infrastructure which is made up of all networks, applications, physical devices and processes. It is crucial to business continuity, the mitigation of risk and to an organisation's reputation and success.

Choosing The Right Solution

The dilemma facing many organisations is selecting the 'right' Network Management System (NMS) or Operational Systems Solution (OSS), one that provides an holistic view of the entire infrastructure. All too often multiple silo-based management systems have been allowed to evolve, providing single views of specific domains, with no effective end-to-end monitoring or visibility of the entire infrastructure.

Choosing the right NMS/OSS is challenging, and no single-vendor solution can ever meet all the demands of an enterprise, be it incident management, root cause analysis, performance management, application performance management, configuration management, compliance management, trending, capacity planning or security management.

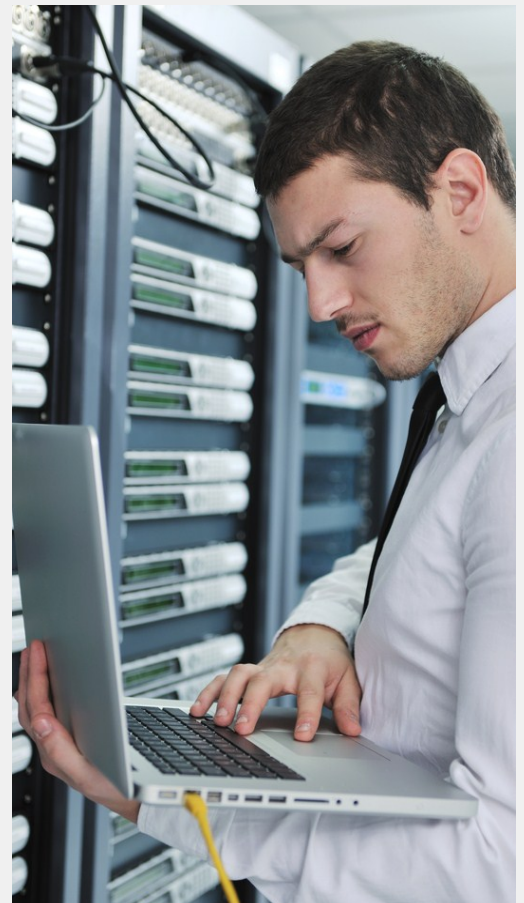
Different vendors specialise and excel in certain areas, but in reality the best NMS/OSS tend to be a strong integration of bespoke best of breed tools, from a variety of specialist vendors.

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
- Training Solutions
- Technical Support Services



Why Choose Innovise ESM

Innovise ESM specialises in identifying the optimum solution and tools for any given environment.

We are an independent, specialist IT solutions company experienced in the provision, design, implementation and support of NMS/OSS. We have top-tier relationships with CA, Cisco, HP and IBM, as well as strategic relationships with niche vendors in the Orchestration, Fault, Configuration, Performance and Security Management areas.

Our vendor-agnostic approach allows us to be trusted advisor to many blue-chip organisations, because we strive to offer solutions that deliver value and reduce cost. We provide management of complex networks to meet the current and future requirements of the business, covering the following:

- Handling and resolution of incidents to provide service assurance to the business
- Accurate and up-to-date configuration management of the network elements
- Performance of the network related to business applications including voice and media
- Compliance of network elements to meet external and internal standards
- Providing trusted network management information from all areas of the business
- Base lining network infrastructure to allow impact analysis of the introduction of new services
- Elimination of provisioning errors by automation

Our Track Record

UK retail bank (FTSE 100). Innovise ESM performed a consultancy GAP analysis as part of the Bank's integration plans for two separately operated networks. Many of the report's recommendations are being implemented and already delivering value.

UK retail giant (FTSE 100). Innovise ESM designed and implemented a network management solution allowing this retail giant to be operationally aware and in control over network changes on over 26,000 devices.

UK national cable operator. Innovise ESM designed and implemented one of the UK's largest automated network management solutions for configuration and compliance management, enabling this organisation to double the amount of new customer installations without any increase in IT resources.

Our vendor independent view, consultative approach and focus on delivering business value, ensures our clients make the right choices.



For Further Information

Visit our website www.innovise-esm.com and under the Network Management section are details on our solutions:

- Consultancy services for operational efficiency and tool-set rationalisation
- Network Automation
- Application Performance Monitoring (APM)
- Process Automation

Whether you are looking at a point solution or reviewing your entire network management strategy, Innovise can help. Contact the NMS/OSS team at nms@innovise.com and you will be in safe hands, as many of the UK's major enterprises will testify.

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