DEPLOY PARTNERS

Overview

Business Challenge
Upon securing a major new contract, BCT required greater network capacity and monitoring capabilities.

Solution
IBM® Business Partner* DeployPartners devised, implemented and continues to support a network management and monitoring solution based on IBM Tivoli® Netcool® suite.

Bendigo Community Telco expands network capabilities and bolsters resilience

Centralised, real-time network monitoring and reporting reduces downtime and enhances decision-making

Bendigo Community Telco (BCT) is a subsidiary of Bendigo Telco, which provides telecommunications services to Bendigo and Central Victoria. BCT's core business is designing, planning and implementing high performance Virtual Private Networks to medium and large organisations.

With business growth comes greater responsibility

Upon securing a contract with a major new customer with cross state sites, BCT needed to increase network infrastructure capacity and refine the monitoring of its performance. The company required greater depth and breadth to its network visibility to ensure all faults and points of failure could be identified, responded to and resolved quickly. BCT hoped that, in addition to responding to greater demand, improved monitoring would lead to increased customer satisfaction.

Real-time monitoring and management

DeployPartners identified IBM Tivoli Netcool as the ideal solution to enable BCT to deliver optimum network functionality and reliability. The Netcool solution was chosen to provide a single, consolidated real-time view of the performance of BCT's network infrastructure. The IBM Tivoli Netcool software suite was implemented – including Omnibus, Impact, NM Integrated Portal, Business Service Manager (SLA management and service modelling), as well as DeployPartners

Business Benefits

- Better insight into network performance
- Better IT support decision making, prioritisation and resource allocation
- Significantly reduced the mean time to resolve outages
- More informed customer service

ContextTM for data mining and analytics. BCT could collect real-time data from its network infrastructure and consult a consolidated real-time management console for network mapping, end-to-end service dashboards and network event lists.

Netcool Omnibus forms the backbone of the solution, whose function is to process, aggregate, automate and display alarms in real time. The single, consolidated real-time views can include tabular, graphical, model and summary formats with all display formats being fully customisable. The Business Service Manager serves to provide dashboard management, tracks Service Level Agreements (SLAs) and deliver a dashboard to the BCT account team for its major clients.

A centralised interface for more comprehensive monitoring

The Netcool solution was designed to provide BCT with the core functionality of a centralised network management platform, providing network availability and monitoring via a centralised interface. The solution looks across the entire network looking for issues and outages, reducing the mean-time between failures, and indicating problem areas to focus on. The dashboard provides a summary of each node and what alarms have occurred, outages and when.

DeployPartners customised Netcool Dashboard to target four different business roles: the network engineering group, customer support team, management, administrator and application developer. The Dashboard provides a single, effective interface for service visibility and intelligence for both business and operational audiences, tailored to each role for ease of use, and reducing the burden on technical support.

Using the Omnibus Server and impact event data, Business Service Manager is used to calculate customer SLAs . This has enabled BCT to observe the health of its critical business services and to allocate and direct actions towards the most urgent and costly IT resources and issues.

Since implementation, this solution has allowed BCT Network Operations Centre (NOC) operators to work more efficiently, dramatically reducing the time needed to heal the network and providing customer-facing network operations staff with meaningful, contextual information in real-time, resulting in better customer service.

DeployPartners also provided BCT with comprehensive operational and administration training to ensure that the solution was fully utilised once deployed – and beyond. “DeployPartners has provided BCT with continued support, their staff show ongoing interest some 18 months after completion,” said Bryan Pedersen, General Manager of Technology at Bendigo Community Telco.

Solutions Components

Software

- IBM Tivoli Netcool/OMNIbus
- IBM Tivoli Netcool Network Management

IBM Business Partner

- DeployPartners

"The installation enabled BCT to collect real-time data from our network infrastructure and present a consolidated real-time management console for network topology visualisation, end-to-end service dashboards and network event lists."

Bryan Pedersen
General Manager Technology
Bendigo Community Telco

About DeployPartners

DeployPartners is a global company specialising in sales, design, delivery, training and support of IBM (Tivoli) service management products and solutions to meet the specific business objectives and technology standards of your enterprise. Our seamless alignment of people and processes ensures your needs come first through the consistent delivery of outstanding solutions and great customer experiences. DeployPartners is headquartered in Sydney, with over 10 offices across Australia, New Zealand, Ireland, Singapore, the Philippines, Indonesia, Malaysia, India, USA and Japan.

About IBM Tivoli Netcool

Reduce outages, automate, gain visibility and control of your network. IBM Netcool Network Management helps CSP and enterprise data center and networking staff to discover, visualise, detect, configure, activate, integrate and remediate their network. The single solution combines IBM Tivoli Netcool/OMNIbus, IBM Tivoli Network Manager and IBM Tivoli Netcool Configuration Manager.

For further information from IBM

If you would like to speak with an IBM Sales representative please call 132 426 (in Australia) or 0800 801 800 (in New Zealand) or visit www-03.ibm.com/software/products/en/netcool-network-management

For further information from DeployPartners

Phone DeployPartners on (02) 99 400 288 in Australia or (09) 950 5123 in New Zealand, or visit www.deploypartners.com

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