



Overview

Business Challenge

To maintain its competitive advantage, Ergon Energy's subsidiary Nexium Telecommunications needed greater level of visibility and monitoring of critical network infrastructure.

Solution

IBM® Business Partner* DeployPartners delivered and supports Tivoli® Netcool® Performance Manager to improve reliability and availability for Nexium's customers.



Lightning fast network fixes

Real-time network management with single dashboard view of infrastructure status

Ergon Energy, a Queensland Government-owned corporation, owns, operates and maintains an electricity distribution network, supplying electricity to 97% of the state.

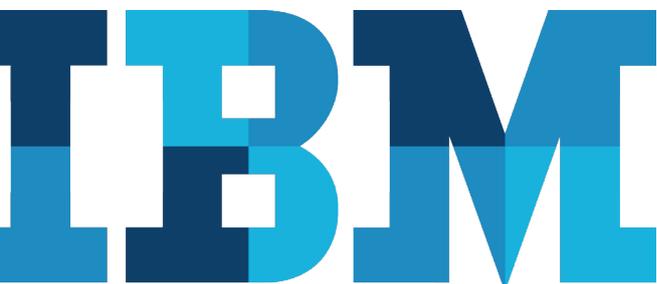
To support the maintenance and control operations of its energy supply network, Ergon Energy also operates and maintains a telecommunications network that facilitates remote control and field services communication. This network is also used by Nexium Telecommunications, an Ergon Energy subsidiary, to provide retail services to government departments and agencies, as well as wholesale services to carriers and carriage service providers.

Proactive, pre-emptive network maintenance

For Nexium to maintain competitive advantage in the marketplace, a greater level of visibility and monitoring of critical network infrastructure was vital – which was beyond the capacity of its multiple monitoring and fault management systems.

Ergon Energy Senior Telecommunications Specialist, Luke Arnold explains, “We had the option of expanding our usage and licensing with the other platforms, but what we really needed was a single, consolidated real time view of the health of our network infrastructure, with a clear visual interface that would allow our network team to proactively recognise, diagnose and resolve faults efficiently.”

The business required a single system that would integrate with its existing monitoring solution (Tivoli Netcool OMNIbus), to provide proactive feedback on network performance for five networks (i.e. Core Data, Operations, SCADA, P25 and Cellular), reduce repair time on up to 3,000 devices, reduce discovery time of these devices down to less than 30 minutes, and decrease operational costs.



Business Benefits

- Proactive network management
 - Accelerated event notification, greater visibility and operator productivity
 - Improved customer network reliability and availability
-

A solution to discover, model, monitor and visualise

Ergon turned to IBM Business Partner, DeployPartners for advice on how to better monitor network incidents and enhance performance for its customers. DeployPartners introduced the Tivoli Netcool Performance Manager (TNPM) solution to ensure the performance of Ergon's 2,000+ network devices was actively monitored and alarmed.

The implementation process began with a 'discovery' of the network to identify its scope, with an inventory of the current assets assembled. These assets were mapped to provide the foundation for the visual representation of the network that operations would access and monitoring systems configured to interrogate them.

Meanwhile, the dashboard views Ergon Energy needed were designed using Tivoli Netcool Dashboard, a flexible dashboarding tool which presents complex operational performance information in a simple and logical way. The dashboard was subsequently configured to allow operators to use external applications such as Trouble Tickets and Helpdesk.

Visibility means competitive advantage

Tivoli Netcool Dashboard and network topology visualisations allow the Ergon Energy telecommunications team to pre-empt network outages and improve performance.

It has gained the ability to manage health and performance using a single software solution across the whole network, in addition to configuration management and performance management. There is also enhanced integration with the existing event management system.

"Having a single unified system rather than multiple different systems used across our entire network is probably the major advantage," Luke Arnold explains. "It makes life easier for our operators, as well as for ongoing maintenance and support." It also means costs associated with monitoring the performance and capacity of IP-based networks have reduced.

Luke Arnold believes the chance of a problem being missed on the network is now slim. "Everything is now configured centrally within a single system as opposed to multiple different systems. In the past, it was possible for systems to not have been configured correctly or not unified across the network. It's now more accurate, as the network can be configured more efficiently and effectively."

The DeployPartners' helpdesk provides notification, escalation and reporting of issues as well as scheduled site visits by a Netcool engineer; telephone and web support; and ongoing updates, enhancements and platform extensions. "DeployPartners' response to requests for support are effective and demonstrate a high level of customer service," Luke Arnold says.

Solutions Components

Software

- Tivoli Netcool Performance Manager
- Tivoli Netcool Dashboard

IBM Business Partner

- DeployPartners
-

“We needed a single, consolidated real time view of the health of our network infrastructure, with a clear visual interface that would allow our network team to proactively recognise, diagnose and resolve faults efficiently.”

Luke Arnold
Senior Telecommunications Specialist
Ergon Energy

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 your network. The single solution combines IBM Tivoli Netcool/OMNIbus, IBM Tivoli Network Manager and IBM Tivoli Netcool Configuration Manager.

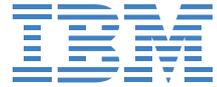


For further information from IBM

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/netcoolnet-cool-operations-insight

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



© 2015 IBM Australia Limited
ABN 79 000 024 733
All Rights reserved

© Copyright IBM Corporation 2015
IBM Australia
55 Coonara Avenue
West Pennant Hills
NSW 2125

Printed in Australia

IBM, the IBM logo, ibm.com, Cognos and TM1 are registered trademarks or trademarks of International Business Machines Corporation in the United States, other countries or both. If these and other IBM trademarked terms are marked on their first occurrence in this information with a trademark symbol (® or ™), these symbols indicate U.S. registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at ibm.com/legal/copytrade.shtml. Other company, product and services names may be trademarks or services marks of others.

References in this publication to IBM products and services do not imply that IBM intends to make them available in all countries in which IBM operates.

This customer story is based on information provided by Cerebos Australia Limited and illustrates how one organisation uses IBM products. Many factors have contributed to the results and benefits described. IBM does not guarantee comparable results elsewhere.

*Business Partner is used informally and does not imply a legal partnership.

Important Privacy Information: If you or your organisation would prefer not to receive further information on IBM products, please advise us on: 132 426 (Australia) or 0800 444714 (New Zealand). If you would like IBM Australia Limited to refrain from sending you commercial electronic messages you may send an unsubscribe message to contact@au1.ibm.com.

The sending of this message was authorised by IBM Australia Limited, and IBM Australia Limited can be contacted at mrc@au1.ibm.com or on 132 426 (Australia) or 0800 801 800 (New Zealand). IBM may store data on international servers used by it.



Please Recycle
