



Overview

Business Challenge

After an analysis and evaluation of shortfalls in its ship-to-shore network monitoring and management system, the Royal Australian Navy recognised the need for an overhaul to ensure optimum reliability, efficiency and compliance with high-security defence requirements.

Solution

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



Royal Australian Navy upgrades ship-to-shore communications

The Royal Australian Navy implements a state-of-the-art service assurance solution to deliver real-time visibility of its fleet network and mission critical systems

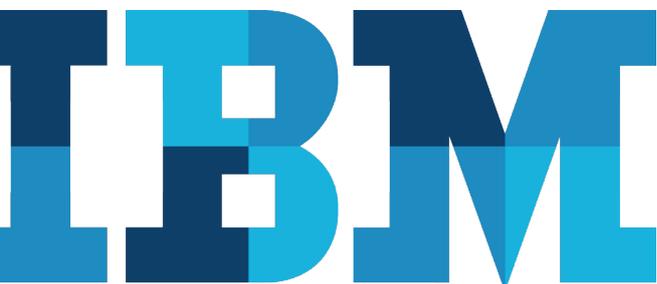
The Royal Australian Navy (RAN) operates a fleet of 56 ships and shore establishments that must interact seamlessly and securely at all times. Fleet networks facilitate email, internet and VoIP transmission—and are protected at multiple security points. There are a number of ways ships are linked to shore, with communications conducted over fibre, wireless, satellite or radio.

A call for heightened visibility

An analysis and evaluation of its previous ship-to-shore network monitoring and management system revealed a number of shortfalls. RAN immediately recognised an overhaul was required to ensure the network operated at optimum reliability and efficiency, and that high-security defence requirements were met resolutely.

DeployPartners was consequently commissioned to provide its network integration expertise to devise and deploy a Network Management and Monitoring pilot.

The aim of the project was to provide ship and shore-side network and application status information, as well as performance visibility for shore and ship operators via an intuitive user interface. The solution needed to integrate with existing fleet ship and shore security systems. Once installed, it also needed to enable data mining through real-time and historical data analysis of individual fleet units.



Business Benefits

- Better performance of ship-to-shore communications
 - Greater reliability due to proactive prevention and rapid resolution of network issues
 - Enhanced security and ease of compliance with high-level defence requirements
 - Expert 24/7 support to complement internal network operations and security teams
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The architecture also needed to accommodate both offshore and onshore bandwidth characteristics, enable database capabilities, and be capable of working within multiple security environments.

Collectively processing network and security events

Working with DeployPartners, the Royal Australian Navy deployed a suite of IBM Tivoli Netcool software to monitor its entire infrastructure, including over 50 Netcool ObjectServers – one of the world’s largest Netcool architecture installations.

DeployPartners created a system that collectively processes network and security events, rapidly identifying faults and potential faults across the entire network. On detection, a preventative maintenance task is initiated by the Service Desk for the Fleet, and issues are resolved in priority sequence.

Network managers now receive data from unsolicited events, including network outages, security events (such as virus detection, illegal software) or potential performance issues including disk capacity or CPU overload. The IBM Tivoli Netcool software suite processes these captured events through to resolution, using real-time dashboards, server monitoring and historical reporting of events.

Critical performance monitoring occurs via either IBM Tivoli Monitoring (ITM) or Tivoli Common Reporting, which generates historical performance reporting. ITM also monitors server health and applications – delivering time-based performance reports, calculating security violations and informing the Service Desk. IBM Tivoli Business Service Manager (TBSM) is used at the front end for visualisation and reporting of the state of the network, including graphical representations of service levels.

Further strengthening the fleet networks, DeployPartners continues to deliver back-up support to the force’s own team throughout the life of the Tivoli Netcool solution. Around-the-clock access with rapid response to all issues allows RAN to operate an efficient and secure communications infrastructure befitting one of the largest and most sophisticated naval forces in the Pacific region.

Seamless network security

“As a result of the end-to-end monitoring afforded by IBM Tivoli Netcool, the Royal Australian Navy is able to rapidly respond to network issues,” said Captain Charles McHardie, Director General Navy Communications & Intelligence. “We resolve faults efficiently and are confident our IT infrastructure is strong and stable so it can play its part in upholding our standards of maritime excellence and national security.”

Solutions Components

Software

- IBM Tivoli Netcool Network Management
- IBM Tivoli Netcool ObjectServer
- IBM Tivoli Netcool/Impact
- IBM Tivoli Netcool/OMNIBus
- IBM Tivoli Netcool/Webtop
- IBM Tivoli Netcool/Reporter
- IBM Tivoli Business Service Manager
- IBM Tivoli Monitoring
- IBM Tivoli Common Reporting

IBM Business Partner

- DeployPartners

“IBM Tivoli Netcool provides the Royal Australian Navy with real-time visibility of the performance and security of our fleet network and mission-critical systems.”

Captain Charles McHardie
Director General Navy Communications &
Intelligence, Royal Australian Navy

DeployPartners helped RAN make significant improvements to its network control system, enabling a higher level of system monitoring. It was designed to be a one-stop shop for identifying the health and status of links of all ports of the IT architecture.

“As you can imagine, security is paramount for every aspect of our communications operations and we now have a common solution that works seamlessly across all areas of network security,” said Captain McHardie.

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.

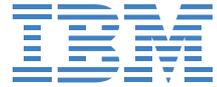


For further information from IBM

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



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