

Overview

Since card processing occurs across several distributed locations, HBOS Card Services needed a solution to optimize its network to improve efficiencies and quickly and easily incorporate new functionality. Eye of the Storm® (EYE) was chosen to re-allocate equipment, improve MTTR, and receive early warning of problems to prevent impact to service delivery.

HBOS Optimizes Network Performance

HBOS Card Services is a subsidiary of Halifax Plc., one of the largest high street banks and mortgage companies in Britain. It provides a range of classic Gold and Platinum credit cards, as well as affinity and lifestyle cards for a wide range of organizations.

Network Performance Optimization

Credit card processing is handled in several distributed locations across the UK and HBOS looked for a network management solution that could both optimize their current network to improve processing efficiency and incorporate new network functionality easily and fast. The chosen solution had to be able to handle very aggressive deadlines, provide fully integrated and comprehensive functionality and permit minimal network slowdown during deployment.

Mike Higgins, Network Services Manager for the group said that HBOS wanted a full-functioned solution covering fault management, inventory management and performance management that could be effective in as short a time possible.

Freeing up Senior Technical Resources

“We implemented Entuity Eye of the Storm within hours. And because it required very little maintenance or training, it meant that almost from the get-go we could utilize junior staff for troubleshooting tasks.”

“Before Entuity, these tasks had required much more senior attention before. The product showed a return almost immediately: it identified a server issue where incorrect network interface settings were causing many batch processing jobs to take up to eight hours to complete. After identification, processing time was trimmed to a mere 30 minutes.”

Spare Ports

Another clear immediate benefit was in switched port management. Higgins' team can easily auto-discover all of the switched ports already deployed within the HBOS network and not yet being utilized. This enables HBOS either quickly and accurately to reallocate ports (saving the manual effort traditionally associated with port identification) or to put back unnecessary (and costly) equipment purchases.

Higgins' network team knows that it will always face aggressive deadlines in which to implement new network projects, particularly those that have a direct impact on network performance. A recent example of this was the requirement to serve video across the corporate LAN. "Entuity Eye of the Storm optimises our network in performance and capacity terms, automatically identifying errors and providing early warning of any over utilization that will impact service delivery."

Reporting Benefits

The network operations team also benefits from the product's reporting functionality that provides a real understanding of network performance, including network utilization and availability. Eye of the Storm identifies where faults and bottlenecks occur and how well each is managed. The product provides a simple and automated method to generate these reports, and provides the service level information HBOS requires.

Advanced Spare Ports

Over the 1 day period Tue Dec 04 2007 - Wed Dec 05 2007

No prime time is set for this report

Generated at 21:28 on Wed Dec 05 2007 for the Regional view

Switch Device Details					
Manufacturer	Model	Name	Serial Number	Version	Modules
cisco	WS-C3550-24-EMI	10.44.1.42	CAT0827N2GV	12.1(20)EA1a	1
cisco	WS-C3505	10.44.1.5	66561698	4.5(4)	3
cisco	WS-C3505	10.44.1.6	66561620	4.5(4)	2
cisco	WS-C3505	10.44.1.7	66561262	4.5(4)	4
cisco	C2950XL	10.44.1.9	FCZ0929Y1EF	12.1(22)EA4	0
cisco	WS-C3550-24-EMI	10.44.1.12	CAT0827N2G8	12.1(20)EA1a	1

Port Details for Switch Device '10.44.1.7'/Module 'Module 3'

Description (Mib2)	Duplex Status	Operational Status	Ref. Speed	Spare Status
10/100 utp ethernet	Full Duplex	up	100.0Mbps	No
10/100 utp ethernet	Auto	down	10.0Mbps	Yes
10/100 utp ethernet	Full Duplex	up	100.0Mbps	No
10/100 utp ethernet	Full Duplex	up	100.0Mbps	No
10/100 utp ethernet	Full Duplex	up	100.0Mbps	No
10/100 utp ethernet	Auto	down	10.0Mbps	Yes
10/100 utp ethernet	Auto	down	100.0Mbps	Yes
10/100 utp ethernet	Full Duplex	up	100.0Mbps	No
10/100 utp ethernet	Auto	down	100.0Mbps	Yes
10/100 utp ethernet	Full Duplex	up	100.0Mbps	No
10/100 utp ethernet	Full Duplex	up	100.0Mbps	No
10/100 utp ethernet	Auto	down	10.0Mbps	Yes

Module Details for Switch Device '10.44.1.5'

Description	Name	Module Model	Module Serial Number (Last Valid)	Module Slot Number (Last Valid)	Module Hardware Version (Last Valid)	Module Firmware Version (Last Valid)	Module Software Version (Last Valid)	Ports
WS-X5530	Module 1	wxs5530	16377909	1	3.4	5.1(2)	4.5(4)	0
WS-X5234	Module 2	wxs5234	17414267	2	1.0	4.5(2)	4.5(4)	24

Example of an Advanced Spare Ports Report

Eye of the Storm Offers

- Availability management that distinguishes between network, server and application problems using True Cause Analytics, prioritizing problems based on business impact
- Performance management that predicts problems before costly business interruptions occur, using service degradation sensitivity
- Resource management that takes inventory of network assets, their connectivity, and their logical dependencies in parent-child and peer-to-peer relationships.

The screenshot shows the 'Bulletin Board: entlondev04 (Regional)' window. It features a 'Tracker' section with a table of events:

Event	Source	#	Impacted	Details
Running Configuration Changed	10.44.1.40	2	10.44.1.40	233-runningconfig-1192726416
Policy missing best practices	10.44.1.40	16	10.44.1.40	Device configuration fails to match
Policy does not match best practices	10.44.1.40	6	10.44.1.40	Device configuration includes all
Port Transmit Errors	10.44.1.58 [00005] Serial0/3/0	1		Loss=17.76%, Carrier loss=39

Below the tracker is a 'Logger' section showing 150 events of 150 received since 19-Oct-2007 09:44:04 (0 suppressed):

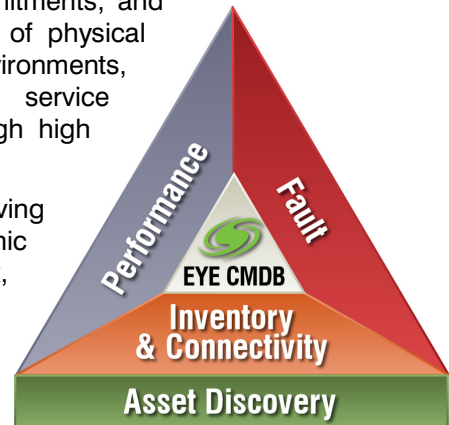
Event	Source	Impacted	Details	Time	Server
Port Available to Ping	10.44.1.29 [00001]		10.44.1.29	18-Oct-2007 11:37:33	entlondev04
Port Available to Ping	10.44.1.40 [00001]		10.44.1.40	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00010]		192.168.249.3	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00015]		192.168.249.147	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00020]		192.168.249.19	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00025]		192.168.249.163	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00030]		192.168.249.35	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00035]		192.168.249.179	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00040]		192.168.249.51	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00045]		192.168.249.195	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00050]		192.168.249.67	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00055]		192.168.249.211	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00060]		192.168.249.83	18-Oct-2007 11:37:34	entlondev04
Port Unavailable to Ping	10.44.1.40 [00065]		192.168.249.227	18-Oct-2007 11:37:34	entlondev04

Bulletin Board displays performance and availability events, with optional color coding of event prioritization.

Eye of the Storm Summary

The Entuity™ Eye of the Storm® (EYE) network management solution helps businesses realize the maximum benefit of today's distributed applications, virtualized environments, network-based services, and contemporary data sharing strategies by ensuring the foundational resource for all these initiatives – the network – is economically deployed and optimally performing. EYE automatically and continually discovers and captures in-depth network data and analytics, and provides integrated fault and performance management capabilities that help enterprises, service providers, and system integrators reduce network downtime, commit to, deliver, assure and prove service level commitments, and ensure network configuration compliance. Real-time notifications of physical network and configuration changes, visibility to virtual servers and environments, and open data accessibility prevent user-impacting business service interruptions and enable transparent business-level reporting through high level and detailed reports, corporate dashboards, or mash-ups.

Entuity's customers include Global 2000 companies proactively solving mission-critical business initiatives, leveraging complex and dynamic distributed network environments. A sampling includes: ABB, Amtrak, Astra Zeneca, BMC Software, Deutsche Bank, IBM Global Services, The Royal Bank of Scotland, Sony, Visteon, and the Williams Companies.



Eye of the Storm Integrated Network Suite

EYE provides a succinct suite of the most important functionality for network management, presented in an easy to use, quick to deploy format. EYE delivers extremely fast time to value and low total cost of ownership, resulting in superior overall price-performance. Its wide range of capabilities are the practical middle ground between single function solutions that are difficult and costly to integrate, and heavily laden frameworks that are difficult to deploy, learn, use, and expensive to support. EYE enables companies to quickly and efficiently reach their business goals including:

- Improved profitability and productivity through deployment of distributed server-based applications, centralized content management, service oriented architectures (SOA), or virtualized environments by proactively ensuring foundational network services are always available and performing well.
- Successful deployment of bandwidth-intensive applications without incident by determining network bandwidth headroom during feasibility studies, efficiently planning deployment, verifying performance during pilots, and monitoring service levels post deployment.
- Unification of business systems, processes, and infrastructures through cohesion of disparate networks following mergers by automatically assessing the assets and connectivity of each network.
- Optimization of the utilization and deployment of current IT assets and their configurations; both to forestall capital expenditure and deliver improved service levels.
- Improved Operations Center productivity with real-time change notification and event troubleshooting to isolate root cause problems and performance anomalies most likely to degrade service response.
- Mitigating risk and ensuring compliance for corporate security or configuration management initiatives by delivering a real-time, accurate, and detailed data feeds into complementary applications.
- Assuring the quality of delivered or received services of managed infrastructures through easily understandable reports of the performance, availability and resource levels detailed in SLAs.
- Successfully implementing network management best practices, such as ITIL Service Management and Service Delivery, ensuring alignment with corporate goals and objectives.

To learn more about EYE, please contact your local Entuity office, visit www.entuity.com, or email info@entuity.com.



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