

Overview

Co-operative Financial Services first used Eye of the Storm® (EYE) to reduce operating expenses and improve productivity by auditing and rationalizing disparate network environments following a merger. EYE’s integrated performance, fault and inventory management, reporting capabilities and extensibility continue to help CFS ensure their network is optimally deployed and efficiently performing at minimal cost to the corporation.

Co-operative Financial Services Lays Foundation for End-to-end Infrastructure Management Using Entuity Eye of the Storm

Managing its network effectively is key for any organization, but when a merger or acquisition has recently taken place, as in the case of Co-operative Financial Services, it becomes a much bigger issue. Previously independent networks need to integrate successfully in order to allow the IT infrastructure to work efficiently and support the business function.

Co-operative Financial Services (CFS) was formed by the merging of two individual organizations – Co-operative Insurance Society and the Co-operative Bank (including smile, the Internet bank). It now offers a complete range of financial products, ranging from online and high street banking to credit cards and insurance. The company has more than 10,000 employees who are spread out among eight large offices and 99 bank branches, plus 25 remote locations for the insurance division. Previously, the individual companies ran two separate networks, but as a result of the merger, these have been integrated into one.

The new single network now handles applications including financial management tools; call centers for the banking and insurance divisions; all of the software and security for smile; and mainframe applications. As well as running an increased number of systems, the infrastructure also has to support more offices and employees. As a result, it was decided that network management software was required to assist with monitoring of traffic, tracking devices and identifying any faults quickly.

To choose which software to deploy, CFS identified its requirements internally and used these to carry out a paper evaluation on six of the leaders in the network management industry, as identified by analyst houses Gartner and Forrester. This produced a shortlist of two products, which were put into a proof-of-concept trial. Entuity’s network management software, EYE of the Storm (EYE), most closely matched the criteria laid out by CFS and proved to be the obvious choice.

Cecil Henry, Manager, Network Projects, at CFS said: "It was important to CFS that the majority of functionality would be available 'out of the box'. This was the case for EYE which meant that we were able to begin to use it almost as soon as it had been installed. We also needed it to support the Cisco and token ring network we run, which it did. In fact, as it is product-neutral, EYE has been completely successful in integrating with and monitoring all the devices on our network."

CFS has more than 130 premises throughout the UK, resulting in a very complex IT infrastructure. Entuity's EYE is well suited to deployments that are spread over a number of different geographical locations and, through its discovery and reporting tools, it provides CFS with a complete, detailed topology of its network and the relationships between the devices on it. Its reporting function can also be used to support any service level agreement audits.

EYE's discovery function is automated, meaning it will look at the network at regular intervals and identify which devices are connected and how efficiently they are working. This AutoDiscovery takes place as soon as EYE is installed; how often

EYE Enterprise Edition Report
Underutilized Servers
 Printed on: 6 Jan 2010 09:27:43 EST
 View: Regional
 Sorted by: Average ranking
 Days covered: 7



Server name	Management IP	Network traffic rate (Kbytes/S)	CPU%	Used memory (Mbytes)	Procs	Users	Average ranking
IP129	10.44.1.55	2	-	-	-	-	1.0
fs03	10.44.1.38	-	-	-	-	-	1.8
fs04	10.44.1.82	-	-	-	-	-	2.6
nissserver1	10.44.1.23	-	-	-	-	-	3.4
condor	192.168.3.67	0	0.1	217	41.8	0.0	7.8
xps	192.168.1.8	-	4.4	1	67.0	2.0	8.0
eye1	10.44.1.125	9	0.1	633	39.0	2.3	9.4
subzero	10.44.1.10	-	8.0	198	55.0	1.0	9.6
THUNDERSTORM	10.44.1.21	1872	2.7	549	35.4	3.2	9.6
glider	10.44.2.179	13	11.7	66	74.9	2.0	10.4
lon-dev-tst01	10.44.1.132	3	0.3	736	36.1	1.0	10.8
support	10.44.2.102	30	4.1	871	29.4	2.0	12.0
lon-dev-tst02	10.44.1.134	4	1.3	947	31.4	2.2	12.0
alika	10.44.1.140	5	13.9	282	87.7	2.0	13.2
storm	10.44.1.67	10	3.0	1066	51.8	2.0	14.2
bmcr	10.44.2.165	3	0.8	1185	57.0	2.0	14.6
bvt	10.44.1.139	75	22.0	690	88.8	3.2	16.0
10.44.1.80	10.44.1.80	19	20.5	1290	71.7	3.0	18.8

Example of an Underutilized Servers Report

it takes place after that time can be determined by the network manager.

Traditionally, recording the devices on a network would involve somebody having to manually check all the connections over a number of different sites. As well as being an extremely time-consuming task, this leaves the audit open to human error and has the potential to become out of date almost instantly should a connection be unplugged somewhere or new devices installed. EYE eliminates this and also opens up the opportunity to make considerable savings. Henry commented, "After looking at the inventory report, we noticed that approximately five per cent of our ports were idle. Although they were cabled up, they were not actually in use. Knowing this meant that we didn't have to go out and buy more equipment, which we would have done, had we not had EYE in place. This resulted in immediate and significant cost savings."

Minimizing downtime was a key requirement for CFS. With its large number of employees and the wide geographical location over which they are spread, it is vital that the IT team has a tool that supports its ability to identify a fault before a user reports it. Through its AutoDiscovery feature, EYE enables CFS to be proactive with its fault management by finding and fixing any problems before they affect the user. This reduces the length of time the computer is offline, which protects revenues and ultimately provides the company with a much higher quality of service.

EYE also has a root-cause analysis function which can be used together with the fault management

Capacity Planning Inbound Utilization

Over the 4 day period Mon Nov 05 2007 - Fri Nov 09 2007
 No prime time is set for this report
 Generated at 15:30 on Tue Dec 11 2007 for the Regional view

Capacity Planning Summary

Range Thresholds

- 100% >= x > 70% weight factor 100
- 70% >= x > 50% weight factor 2
- 50% >= x > 20% weight factor 1
- 20% >= x >= 0% weight factor 0

Where x is the average hourly Inbound Utilization

Capacity Categories

- CRITICAL x > 1000
- HIGH 1000 >= x > 500
- NORMAL 500 >= x > 0
- LOW 0 >= x > 0

Where x is the capacity score calculated as the sum of the percentage of time in each range multiplied by it's weight factor

A list of all ports sorted by Capacity Score

Device Name Interface	Capacity Score	Category	Mean Util	Peak Util
Router_15 [00059] Connection to NSQ via AT&T DHEC730450801AT	10000	CRITICAL	99.64%	100%
Switch_14 [00002] Test port 2 (100 M)	9883.67	CRITICAL	94.28%	100%
Router_15 [00053] Connection to NSQ via AT&T DHEC730450801AT	9581.67	CRITICAL	95.1%	100%
Switch_7 [003017] *** test ***	212.5	NORMAL	3.48%	62%
Managed Host_1 [00001] MS TCP Loopback interface	167.74	NORMAL	3.21%	83%
Router_15 [00018] Port 2 of VHS4028 Switch 10.48.249.249	68.86	NORMAL	31.83%	40%
Router_15 [00009] Port 2 of VHS4028 Switch 10.48.248.248	68.79	NORMAL	21.38%	28%
Switch_14 [00005] Test port 5 (10 M)	68.06	NORMAL	20.53%	20%
Switch_14 [00008] Test port 6 (10 M)	51.81	NORMAL	20.71%	27.68%
Switch_14 [00001] Test port 1 (10 M)	50	NORMAL	20.84%	34%
Switch_3 [00001] es0	8.09	NORMAL	3.06%	33.36%

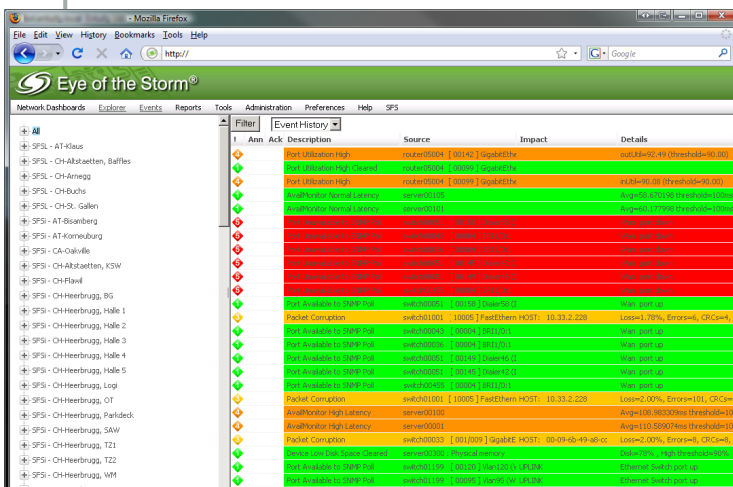
Detailed reports show metrics for improved capacity planning

tool to identify where the problem originated. By looking at both the topology of the network and the fault itself, EYE can help to find and resolve the issue. Previously this would have been a time-consuming task requiring the network manager to locate the cause and fix it himself, but EYE eliminates the need for this by doing it automatically.

CFS also uses EYE's reporting facility for trending and capacity planning so that it knows when the network is about to reach full capacity before it gets to that stage. This is something that happens at least once or twice a year, or if an application is added which requires a particularly large amount of bandwidth. By having this information available before it happens, CFS is able to reallocate resources or remove devices which are no longer being used.

In the future, CFS is planning to integrate EYE with its existing service management framework, as part of the 'Manager of Managers' initiative it is creating. It is also planning to use EYE to monitor backplane integration on its key devices. Entuity is currently developing this function for CFS.

Henry is confident that they will soon begin to see a return on their investment. He says, "The deployment of EYE has definitely been beneficial to CFS by enabling us to make the most of our network. CFS relies on the IT infrastructure to remain competitive; therefore any length of downtime can have a major impact. It is vital that our network is running to the best of its availability at all times. EYE has enabled us to make effective use of capacity, as well as identify faults before they have had any significant impact."



Event Viewer displays performance and availability events, with optional color coding of event prioritization.

Co-operative Financial Services

CFS was formed by the merging of Co-operative Insurance Society and the Co-operative Bank (including smile, the Internet bank). The merger brought with it the challenge of combining the networks of the companies and managing the resulting single network effectively.

In choosing EYE as their network management solution CFS considered many factors.

Key solution characteristics:

- Eighty percent of functionality available "out of the box"
- Inter-operability with current systems management platforms
- Scalable and extensible for an expanding business
- Standards based, e.g. IP, SNMP, RMON, COPS
- Intuitive, web-based user interfaces
- Fit for purpose, i.e. meets defined requirements
- Suits deployments characterized by many geographical locations

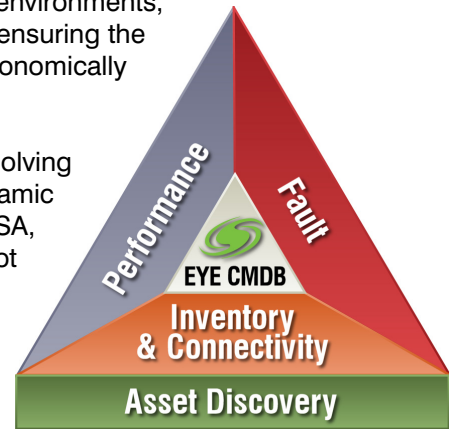
High level functional requirements:

- Network fault detection with automated root cause analysis
- Dynamic network asset and inventory management
- Automatic topology discovery and visualization
- Service Level Reporting (SLR)
- Automatic availability and performance exception alerts
- Business impact analysis and prioritization of network faults and degradations
- Support for all CFS network hardware, including token ring.

Eye of the Storm Summary

Entuity® offers a complete line of contemporary network management solutions for reducing operational costs while improving services delivery – affordable enterprise class management. Eye of the Storm® (EYE) network management solutions enable IT organizations to quickly and materially reduce costs, and to deliver - and prove - the service levels expected by its customers. EYE gives you insight, control, and predictability of your network's performance and availability - from the core to the edge - with a range of products at price points to match your business model. The EYE product line 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.

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



Eye of the Storm Enterprise Network Suite

EYE Enterprise Network Suite is the company's flagship scalable, multi-server solution for medium to large enterprises managing the largest and most dynamic networks for some of the most demanding organizations in the world. EYE Enterprise delivers network control and predictability enabling enterprises, system integrators and MSPs to manage network services and assets, meet service level commitments, implement best practices in service delivery, and even develop and monitor Green IT initiatives.

EYE automatically and continually discovers and captures in-depth network data and analytics, and provides integrated fault, device- and flow-based performance management capabilities that help enterprises, service providers, and system integrators reduce network downtime, commit to, deliver, assure and prove service levels, 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.

EYE NPE Integrated SME Network Suite

The Entuity Eye of the Storm Network Professional Edition (EYE NPE) is a new class of network management solution focused on the needs of small to medium enterprises (SMEs). It allows SMEs to manage their networks using enterprise-class technology at an affordable price. EYE NPE provides SMEs with a live, accurate view of their network in order to reduce network downtime and ensure optimal network operation so critical business initiatives can be effectively deployed and efficiently maintained.

EYE NPE provides a succinct suite of the most important functionality for network management, presented in an easy to use, quickly to deploy format. EYE NPE 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 point utilities and tools that are difficult and costly to integrate, and heavily laden frameworks that are difficult to deploy, learn, use, and expensive to support. EYE NPE enables SMEs to quickly and optimally manage their networks.

To learn more about EYE NPE for SMEs or Eye of the Storm Enterprise for medium and large enterprises, please contact your local Entuity office, visit www.entuity.com, or email info@entuity.com.



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