

Overview

To maintain its market leadership IBM Global Services must meet or exceed customers' contractual Service Level Agreements (SLAs). IBM Global Services UK turned to Entuity Eye of the Storm® (EYE) to proactively manage the risk, performance and availability of multiple services and service providers to prevent business disruptions and exceed SLAs.

IBM and Eye of the Storm: Managing Risk, Improving Quality

Eye of the Storm is a highly flexible infrastructure management solution. This case study summarizes IBM's application of Eye of the Storm as a Due Diligence and/or Audit tool, running under Entuity's Service Assurance and Verification (SAV) license.

Meeting and Beating SLAs

The key to any successful relationship between a service provider like IBM and its customer is to match or exceed mutually agreed service level agreements (SLAs). While this is relatively easy as far as applications and servers are concerned, it is much more difficult to guarantee network SLAs.

The changing nature of network technology, combined with the limitations of traditional network management solutions mean that a highly accurate assessment of the nature and state of a customer's network is required before even bidding for business. As the volume of IP traffic expands, driven by massive email and web use, and the rapid deployment of Intranet and e-business applications are put at the very core of customers' business plans, it is essential that a true picture of any network can be drawn.

IBM outlined three critical requirements expected from a 'next-generation' network management solution.

"Getting information wrong in the due diligence phase potentially has a huge impact on the profitability of the contract. Eye of the Storm provides an accurate asset inventory of hardware, bandwidth and people requirements."

Fast Network Discovery

The first was understanding of the exact nature of the network. This meant discovering the maximum possible about every asset as quickly as possible, as well as the relationship between them. Gaining a quick, accurate picture of the network as it is allows the service provider to set service levels and expectations realistically. This would position IBM ahead of its competition, providing the best service at the best price.

Fault Anticipation

The second requirement was the need to proactively manage network performance - and to distinguish between network, server and application problems - by identifying faults and degradation and understand their business impact before any problems emerge.

Fast Installation and Implementation

IBM's third condition was a fast track, out-of-the-box installation capability. IBM wanted as much of the work to be done during the due diligence phase, a critical phase of any client relationship.

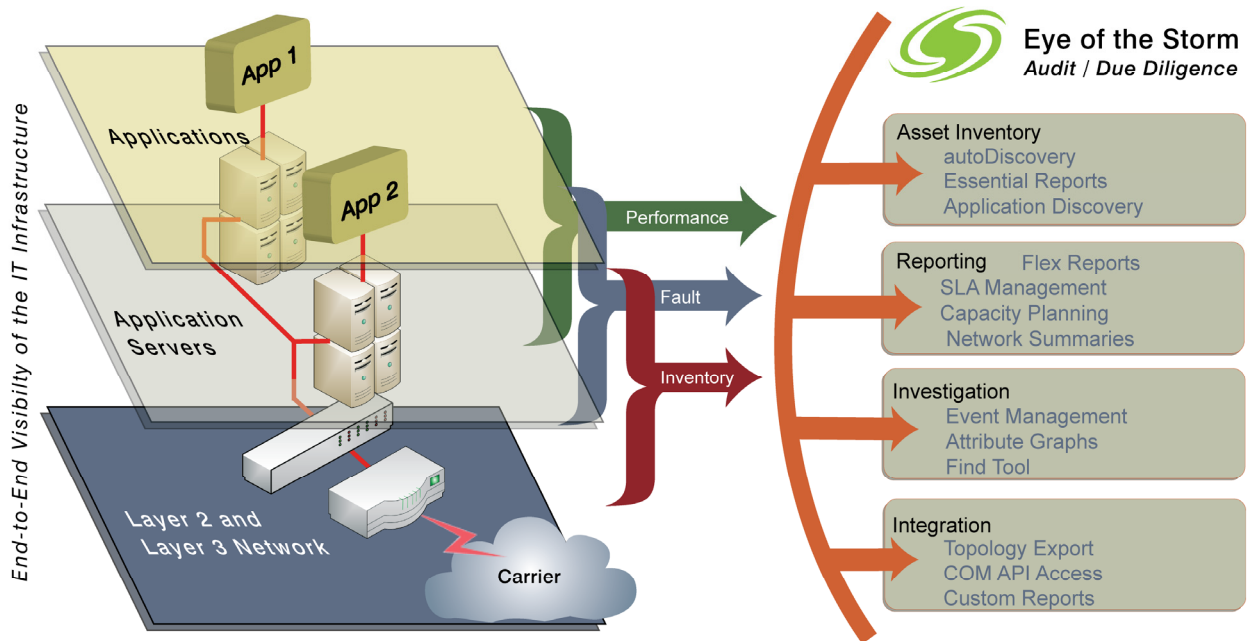
Bernie Newnham, IBM's LAN Management Architect for Northern Europe evaluated a number of network management solutions. He chose Entuity based on the criteria above.

Risk Management Out-of-the-box

"Eye of the Storm requires little configuration or maintenance. It is hugely proactive -- it just goes and gets the information, down to the port level. We use it to manage our risk with customers. Getting information wrong in the due diligence phase potentially has a huge impact on the profitability of the contract. Entuity provides an accurate asset inventory of hardware, bandwidth and people requirements."

The product integrates fault management, performance management and inventory management in one solution that stands alone or works with a customer's chosen platform and favourite tools. In the UK, IBM Global Services has also deployed Eye of the Storm to manage its own e-SNI network, which underpins IBM's remote managed services offering. Within 30 minutes of installation, Eye of the Storm was able to identify a power supply module fault on a Cisco switch device that was to be commissioned in two weeks.

By integrating Entuity into its network operator's toolkit in the UK, IBM's aim is to reduce the level of expertise required to manage the network, freeing up senior resources to concentrate elsewhere. The product has no deployment or integration costs and there is no need for thousands of man-hours to add new services and functions.



Eye of the Storm offers required functionality for efficient auditing and due diligence of IT infrastructures

Newnham describes Entuity as a “perfect world” solution. Once the problem has been identified, IBM can instantly identify which user is being affected and what the time to problem resolution is. This is extremely important when the customer’s application is dependent on a complex transaction supply chain. IBM can determine where in the supply chain the problem is occurring and establish who is responsible for the service degradation and who will fix it. Being able to proactively monitor the service provided with a full end to end view is key when you are managing multiple services and service providers.

IBM Global Services

IBM Global Services is the world’s largest information technology services provider, with nearly 150,000 professionals serving customers in 160 countries and annual revenue of more than \$33 billion (2000). Its mission is to integrate IBM’s broad range of capabilities, services, hardware, software and research - as well as products and solutions from other vendors - to help companies of all sizes realize the full value of IT.

Results Achieved with Eye of the Storm

- Fast, easy installation and configuration
- Fast, accurate and complete knowledge of IT resources
- Pro-active network management
- Used expansive reporting to improve forecast accuracy of network bandwidth and utilization
- Prevention of service level delivery problems.

EYE Enterprise Edition Report

Network Delivery Summary

Printed on: 13 Nov 2009 16:47:09 EST

Description: Summary of availability for services, applications, servers and infrastructure devices

View: Regional

Over the period 00:00 on Thu Nov 12 2009 - 00:00 on Fri Nov 13 2009



Overall Summary

Reachability / Status

8 Services		48.5%
29 Applications		33.2%
49 Servers		85.7%
83 Infrastructure devices		80.1%

Uptime

		N/A
		N/A
		98.2% (known for 44 servers)
		87% (known for 77 devices)

Services Summary

Services with outages: 4
Total downtime: 3d 2h 48m 7s
Average downtime per service: 9h 21m 0s



Range	In the range	Total duration
0-50.0%	4 (50%)	3d 0h 0m 0s
50.0-85.0%	0 (0%)	0s
85.0-95.0%	1 (12.5%)	2h 48m 7s
95.0-100%	3 (37.5%)	0s

Applications Summary

Apps with outages: 23
Total unreachability: 19d 9h 15m 32s
Average unreachability per application: 16h 2m 36s



Range	In the range	Total duration
0-50.0%	19 (65.5%)	18d 23h 24m 24s
50.0-85.0%	0 (0%)	0s
85.0-95.0%	3 (10.3%)	8h 47m 59s
95.0-100%	7 (24.1%)	1h 3m 9s

Servers Summary

Servers with outages: 29
Total unreachability: 6d 23h 52m 48s
Average unreachability per server: 3h 25m 34s



Range	In the range	Total duration
0-50.0%	5 (10.2%)	4d 18h 53m 13s
50.0-85.0%	1 (2%)	6h 35m 43s
85.0-95.0%	16 (32.7%)	1d 21h 5m 22s
95.0-100%	27 (55.1%)	1h 18m 30s

Infrastructure Devices Summary

Devices with outages: 47
Total unreachability: 16d 12h 52m 58s
Avg unreachability per device: 4h 46m 54s



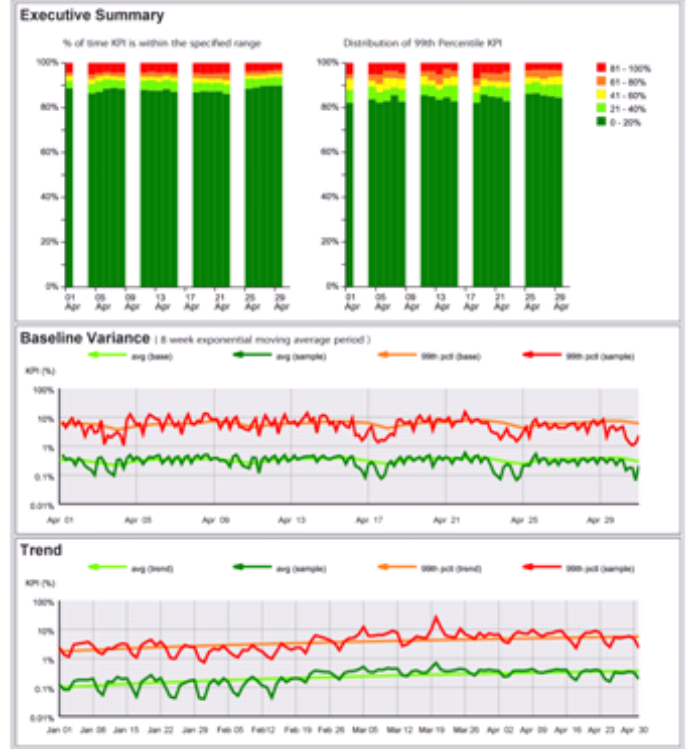
Range	In the range	Total duration
0-50.0%	14 (16.9%)	14d 0h 0m 0s
50.0-85.0%	1 (1.2%)	6h 24m 2s
85.0-95.0%	19 (22.9%)	2d 5h 30m 22s
95.0-100%	49 (59%)	58m 34s

Executive Summary KPI Report - Inbound Utilization

Over the 30 day period Wed Apr 01 2009 - Thur April 30 2009

Prime time is set and is Mon - Fri from 9:00 to 18:00

Generated at 09:54 on Wed Jun 29 2007 for the Regional Infrastructure view



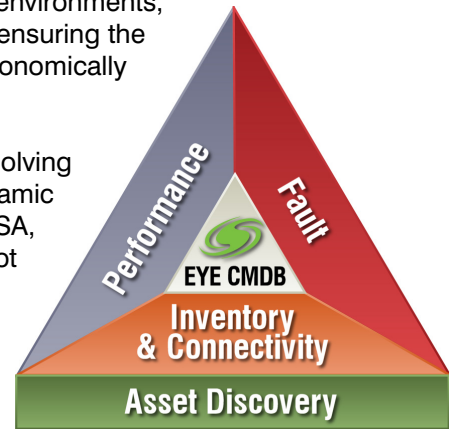
Network Delivery Summary reports provide a one page summary of network delivery performance

KPI reports summarize network performance against key metrics

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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