

Overview

Magellan Health Services used Entuity Eye of the Storm® (EYE) when migrating offices to central platforms and consolidating redundant networks, while still requiring 24-hour, seven-day-a-week customer access to online resources and information. EYE improves MTTR, provides benefits of impact analysis, and allows prioritization of problems based on business needs to prevent service disruptions.

Magellan Health Services Relies on Eye of the Storm

In March 2003, Magellan Health Services filed for bankruptcy. By January 2004, Magellan restructured its debt, received an infusion of \$150 million of capital, and successfully emerged from Chapter 11. Now more than ever, Magellan's primary goal is to maintain market leadership and to cost-effectively provide the best possible behavioral health service to its customers. To meet its goals and obtain a more responsive, consistent and streamlined operational model, Magellan is combining its knowledge and best practices into fewer, larger Care Management Centers and Strategic Business Units.

For Magellan, IT Operations is pivotal. Whether it's completing the challenging task of migrating offices to central platforms or consolidating redundant networks, IT Operations must maintain 24-hour, seven-day-a-week customer access to resources and information. As Bob Odenheimer, Senior Vice-President of IT Operations explains, "Our goal is to manage the network to support our business. To ensure 100% access to our business systems, we need to know what equipment we have, what is not being used and how to identify potential problem areas to effectively manage traffic and bandwidth."

During the first attempt at consolidation, a migrated office began consuming huge amounts of bandwidth, creating performance issues. Rudimentary network tools provided little to no reporting capabilities, making it impossible for IT Operations to determine the source of the problem. "We realized that to continue migration, we needed more from a network

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management solution – we needed fault detection, performance monitoring, inventory management and in-depth reporting capabilities in one solution,” Odenheimer states.

Magellan Health Services' Challenges

- Network consolidation; eliminate redundancies, take advantage of equipment trade-ins and lower costs
- Consistent, reliable reporting to support and manage for 100% access
- Inventory management to determine resource capacity and effectively utilize bandwidth
- Stress testing of applications, and tracking and reporting on results
- Maintenance of high level of service for all customers.

As Greg Hammond, network engineer at Magellan explains, “With Entuity EYE, we have fault, performance and inventory management all in one tool. This makes our work more effective – rather than integrating and working with two or three tools, we easily learned and use one. Our team is now more responsive to customer requests.”

Key to helping Odenheimer and his team choose Entuity's solution is that EYE consolidates and correlates three operational disciplines using a centralized repository, a powerful analytics engine, presentation and notification and unprecedented reporting.

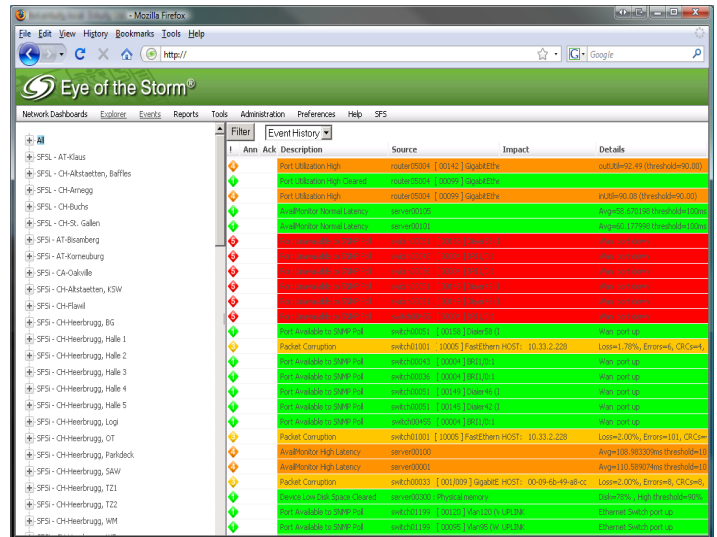
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Eye of the Storm Offers

- Availability management that distinguishes between network, server and application problems using True Cause Analytics, prioritizing problems based on business impact.



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

- 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.

According to Hammond, the IT Operations team also selected Entuity EYE for its following features and capabilities:

- Management and network engineer level reports on uptime, device availability, device inventory and utilization
- Ability to work in conjunction with other management solutions
- Out-of-the-box flexibility, rapid implementation and ease of use
- Ability to configure EYE to meet their needs.

“During the pilot program and implementation of EYE, Entuity was very responsive to our needs,” explains Bob Odenheimer. “Entuity's willingness to be a true partner provided us with the ability to impact product planning for EYE, further helping us to meet our goals and objectives for better network operations and availability.”

The Results

Securing the Enterprise Using Eye of the Storm resource management reports, Magellan Health Services recently identified a rampant computer

virus, preventing widespread infection within the company.

"EYE's ability to track MAC and IP addresses on switches and routers proved to be an extremely useful feature," according to Greg Hammond. Magellan network sensors detected the virus scans and identified the infected IP address. "We entered the IP address into Entuity EYE and, with the touch of a button, determined which PCs and ports were infected and where they were located. EYE allowed us to rapidly shut down the infected ports and switches. To move so quickly was invaluable – we experienced little impact to our network and services."

Improved Mean Time to Repair (MTTR): With EYE implemented, the IT Operations team estimates it has decreased MTTR of problems involving PCs, servers and switches by two-thirds, freeing up valuable resources and increasing productivity.

Enhanced Support of Development: IT Operations more effectively supports Magellan development teams. Utilizing EYE, the team helps stress test Magellan applications before they are

released into production. Magellan network engineers drill down and determine what ports development servers use. Once this is determined, engineers track server and port utilization (volume of activity) during stress tests to determine where bottlenecks or bandwidth problems might occur. With Entuity EYE, IT Operations identifies faults in the network and proactively increases bandwidth, preventing problems in production.

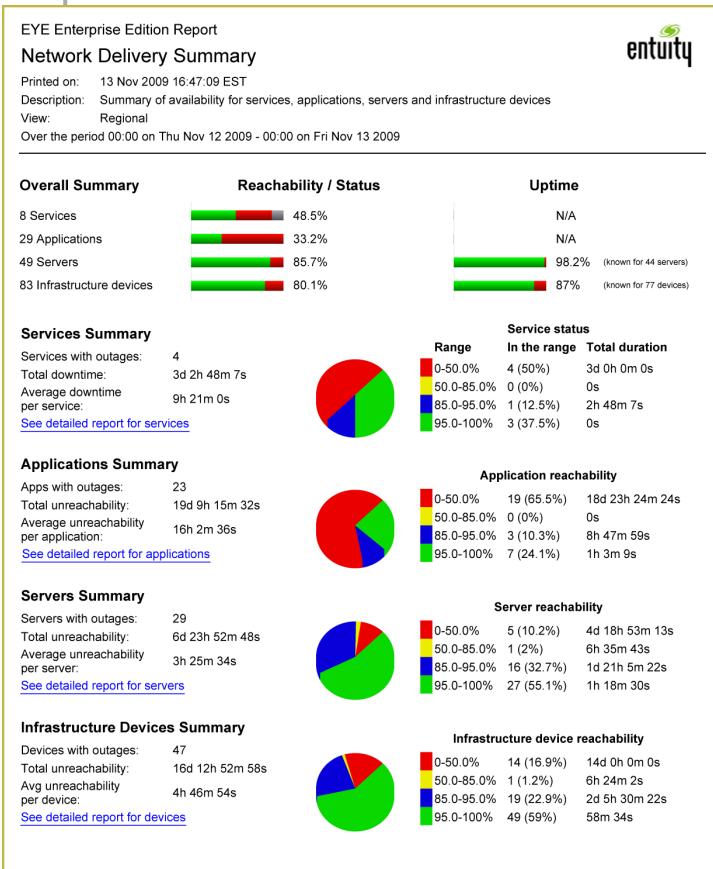
Impact Analysis: According to Bob Odenheimer, "Entuity EYE enables us to review the impact consolidation has on our WAN in real time. We proactively evaluate where we are and use this analysis to forecast future needs as our consolidation efforts continue. We plan to display performance reports on our Intranet so business units can review system availability at any time and management can determine how well IT operations is performing. With greater visibility for the entire organization, we effectively prevent service outages and communicate our effectiveness."

Magellan Health Services

With \$1.7 billion in annual revenues, Magellan Health Services, headquartered in Farmington, Connecticut, is the largest provider of behavioral healthcare services in the U.S. Magellan serves more than 2,000 corporations, health plans, insurance companies, labor unions, and state, county and municipal governments. Magellan's vision is to help individuals improve their well-being by offering members access to high quality, clinically appropriate, affordable health care, tailored to each individual's needs, while managing costs responsibly.

Results Achieved with Eye of the Storm

- Focused IT resources on business objectives
- Improved network utilization
- Prevented widespread virus attack and potential service outage
- Decreased MTTR by two-thirds
- Improved development stress testing
- Used expansive reporting to improve forecast accuracy of network bandwidth and utilization
- Prevented developing service problems
- Communicated success effectively.

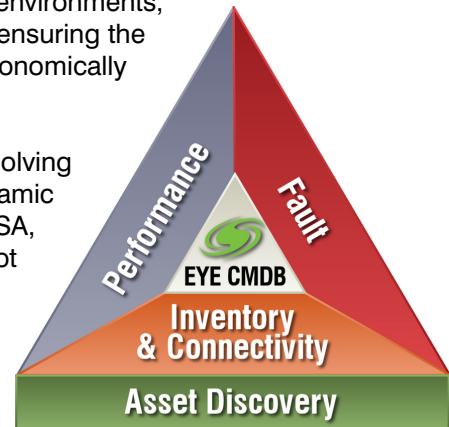


Network Delivery Summary Report provides a one page summary of service delivery performance

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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