

Overview

OCTFCU found Eye of the Storm® (EYE) to have out-of-the-box flexibility, rapid implementation and ease of use. EYE delivers both management and network engineer level reports on uptime, device availability, device inventory and utilization. EYE also integrated well with OCTFCU's other management solutions.

Orange County Teachers Federal Credit Union Exceeds SLA Guarantee with Eye of the Storm

The Orange County Teachers Federal Credit Union's (OCTFCU) vision is to deliver world-class personal service to members through its 100 automated teller machines (ATMs), 24-hour automated telephone transaction service, and online banking system. OCTFCU recognizes that delivering exceptional value means providing operational excellence by combining service with technology and continually streamlining procedures, business processes and IT systems.

To deliver upon the OCTFCU vision, IT Operations is responsible for guaranteeing the organization's stated service level agreement (SLA) of 99.5% availability of services. As OCTFCU added new branches, new Members, and new applications, its SLA slipped to an average range of 98.9 to 99.1% availability.

Additionally, IT Operations relied on a rudimentary tool to "ping" their applications to determine availability. This "ping" capability was not adequate for truly measuring service degradation, performance or failure. As Dave Lugo, OCTFCU network engineer, explains, "We determined that a state-of-the-art solution providing event correlation and reporting capabilities was required to monitor the overall performance of our networks end-to-end and to generate meaningful alarms if a network event occurred.

"With EYE, we easily find where a problem is occurring without the system logging everything that is being affected . . . we are not inundated with alerts; rather we receive intelligent, meaningful information and act quickly."

As a not-for-profit organization, OCTFCU found balancing growth in membership with member expectations and budgetary responsibility to be a challenge. They needed a solution that could 'manage itself' – be easy to use, Web-based, and require no additional resources

OCTFCU's Challenges

- Network performance and availability problems impacted the guaranteed SLA requirement of 99.5%
- No end-to-end service monitoring, no meaningful alarms
- Budgetary constraints
- Lack of consistent, reliable reporting
- High levels of member service to maintain

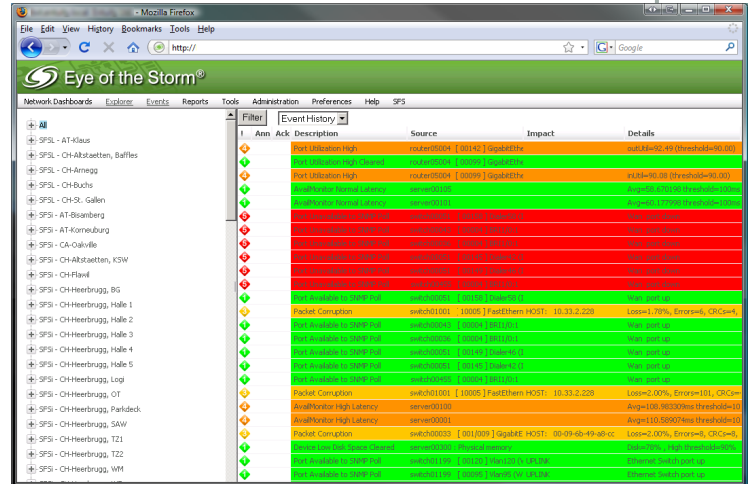
The Solution

After reviewing several solutions, OCTFCU selected Entuity Eye of the Storm (EYE) as its infrastructure management solution because it provided availability, performance and inventory management all in one tool and it offered the most useful information to the IT Operations team.

"We selected Entuity's EYE because it provided both event suppression and fault correlation. With EYE, we easily find where a problem is occurring without the system logging everything that is being affected. With EYE, we are not inundated with alerts; rather we receive intelligent, meaningful information and act quickly," explained Lugo.

Instrumental to OCTFCU's decision was that Entuity EYE consolidates and correlates three crucial operational disciplines using a centralized repository, a powerful analytics engine, presentation and notification and unprecedented reporting.

"Utilizing Entuity EYE, we discovered performance degradation caused by our telecomm carriers and ISPs. EYE provided us with the detailed information and impact analysis to evaluate situations in real-time. For example, we quickly located a mis-configured ISDN line and bad cabling. We proactively worked with our service providers to resolve and improve these situations, increasing the overall performance of our applications and preventing service disruptions."



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

Eye of the Storm Offers

- Availability management that distinguishes between network, server and application problems using Root 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.

Additionally, Lugo and the IT Operations team selected Entuity EYE based on its following capabilities:

- Accurate information and reporting: EYE pinpoints information, detailing what the problem is and where it is located. It provides the performance statistics of individual objects and ports and takes the performance of other ports into consideration.
- Out-of-the-box flexibility, rapid implementation: Installation took 15 minutes and within 3 hours, EYE discovered over 6,000 interfaces (approximately 400 devices) within the OCTFCU network.
- Immediate effectiveness: Within an hour after installation, EYE provided crucial information on where problems were occurring in the OCTFCU network.
- Ease of use: OCTFCU staff did not require formal training. Within days, the IT team was reviewing and analyzing data, utilizing Entuity's

built-in Help system, Event Viewer and reporting abilities.

The Results

Improved SLA Availability "Within 90 days of implementing EYE, we improved our IT SLA availability to 99.75%, exceeding our stated guarantee objective," explained Dave Lugo. With EYE, IT Operations is able to isolate and proactively resolve performance issues with the WAN, telecommunications carriers and ISPs.

Enhanced Help Desk Effectiveness: Within 3 days of implementing Eye of the Storm, OCTFCU's help desk was isolating, troubleshooting and fixing problems they weren't even aware existed. EYE greatly improved help desk call resolution, improving OCTFCU's ability to serve its members.

EYE helped the IT team locate performance degradation in the network. Based on this critical information, OCTFCU upgraded network cards to improve speed, performance and availability. These improvements relieved network congestion and reduced help desk call volumes.

Impact Analysis: "Utilizing Entuity EYE, we

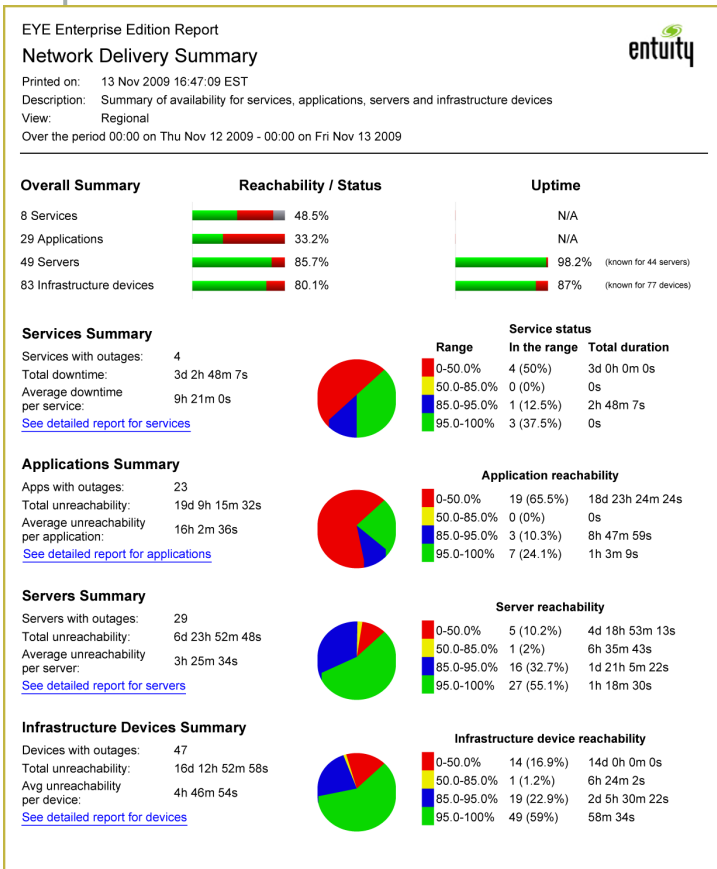
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Orange County Teachers Federal Credit Union

Founded in 1934 by 126 school employees who pooled \$1,200 dollars, the Orange County Teachers Federal Credit Union was formed to assist people of limited and moderate means. Under the philosophy of 'people helping people', the OCTFCU is a member-owned, not-for-profit financial cooperative headquartered in Santa Ana, CA. It is now the 8th largest credit union in the U.S. and the largest educational credit union overall with more than 260,000 members.

OCTFCU Exceeds SLAs with Eye of the Storm

- Increased IT SLA availability to 99.75%, exceeding guaranteed objective
- Enhanced Help Desk call resolution with meaningful alarms, improving ability to serve Members
- Improved operational efficiency cost-effectively
- Leveraged intelligent reporting to improve network utilization
- Improved relationships with telecomm carriers and ISPs, increasing end-to-end performance and availability
- Prevented service disruptions.

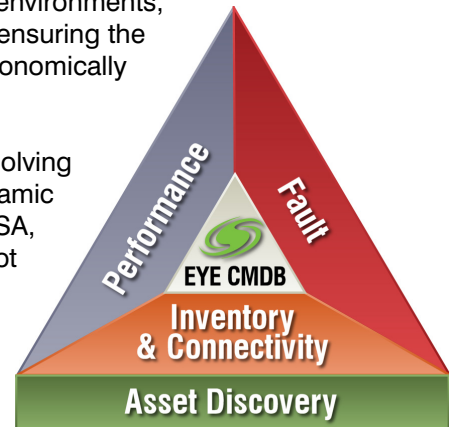


Network Delivery Summary Report provides a one page summary of service delivery activities

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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