



## **Case Study - Deployment of IBM NOC-Inside at a large Multinational Financial Services Company**

### **Abstract**

IBM NOC-Inside, an automated, packaged service for IT infrastructure management, has significantly enabled the IT organization to proactively monitor a large, distributed IT infrastructure for availability and performance. NOC Inside has helped enhance end user experience of IT services and has enabled the IT team in ensuring quick resolution of end user issues by systematic tracking, routing and resolution of issues and incidents. NOC Inside based IP traffic analysis is used for auditing bandwidth usage by applications and hosts. NOC Inside is being actively used to determine root causes, fix problems quickly and to ensure that mission critical IT services applications are available for business operations.

### **Background**

The IT team of the financial services company is responsible for provisioning and managing the entire enterprise IT infrastructure across multiple locations. The primary objective was to automate monitoring of availability and performance of critical IT elements. This automation would enable higher productivity and help the IT team in managing day-to-day operations more effectively. The IT team had a challenge in terms of managing IT across distributed locations and the huge impact of smooth IT operations on business services.

They had a few objectives for IT Infrastructure monitoring including the following

- √ Proactive monitoring of networks, systems, applications, databases, IT services infrastructure for availability and performance.
- √ Determine root cause, fix problems quickly and ensure mission critical applications are healthy and available for end users.

- √ Enhance end user perception of IT services by ensuring quick response and resolution to end user issues. Ensure that the IT team is accountable in closing end user reported issues on time with high user satisfaction.
- √ Audit bandwidth usage by hosts, applications, locations, departments including hourly, weekly, monthly usage trends.
- √ Plan future bandwidth/capacity needs in advance and maintain the competitive edge.

### **Infrastructure details**

The IT infrastructure is distributed across 100 locations. There are about 130 critical network elements including routers, switches, links, etc. The IT operations run on 20+ critical Windows 2000 and 2003 servers. There are about 15+ mission critical applications that run on variety of Microsoft SQL and Oracle databases. These applications also include web based middleware and other web services based applications. In addition, IT team was also responsible for supporting end users with routine tasks including desk side support, data backup and supporting a variety of applications.

### **How has NOC Inside helped the IT operations?**

- √ NOC Inside is deployed centrally at their IT operations center to proactively monitor the network, systems, applications and database infrastructure and notify users if there is any service disruption.
- √ NOC Inside is used to monitor availability of the critical network devices. Service level committed by the service provider is been verified by using the availability service level report available from NOC Inside service.
- √ The customer uses NOC Inside for monitoring multiple key performance indicators of various elements including
  - Routers, Switches → Availability, response times, CPU utilization and memory utilization, custom SNMP expressions based performance metrics.
  - MPLS Links → availability, response times and utilization

- Servers → Resource utilization by CPU, Memory, Disk, Bandwidth, etc.
  - Databases → table space utilization, log file utilization, deadlocks and query response times
  - Applications → service availability
  - Web Services → availability
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- √ On demand, out of the box, **real time dashboards and historical reports** are available as part of a built-in web based portal and are used by the IT team to examine and optimize resource utilization including capacity planning.
  
  - √ NOC Inside is used to monitor core **IT services** like Messaging services, ERP services and EIP services. The team uses NOC Inside to ensure availability of these services to the branches is proactively monitored and accounted.
  
  - √ The non-invasive, **agentless** monitoring capability of NOC Inside has helped the IT team since it allows for easy & faster deployment of monitoring across local and remote servers, databases, applications.
  
  - √ Flexible **notification** and **escalation** capabilities of NOC Inside are used for proactive monitoring of faults and performance breaches. This helps the IT engineers to fix issues before they are reported by end users.
  
  - √ NOC Inside's **IP Traffic Analysis** service was deployed at the central IT location and is configured to process Cisco **Netflow** based flows. The IP traffic analysis service is used to audit bandwidth usage and troubleshoot rogue/bandwidth hungry applications across locations, departments.
  
  - √ IP Traffic Analysis has helped the IT team understand how their enterprise applications impact network performance and usage. IT team uses traffic analysis data to develop & justify policies (like QoS) to classify and allocate bandwidth. IP traffic analysis reports are used for bandwidth capacity planning and to gain visibility into IP traffic pattern and develop Service Level definitions for application, link availability and performance.

- ✓ NOC Inside's **Helpdesk** service was deployed to centralize incoming service requests to various departments. The helpdesk service was deployed and includes a helpdesk team of **75 engineers** distributed across **40 locations**.
- ✓ NOC Inside has streamlined service request, **routing**, tracking, **escalation**, resolution and closure and has brought about accountability within each department. The **automated routing** and **SLA monitoring** capabilities have reduced issue closure times and have improved end user satisfaction.
- ✓ NOC Inside has helped the IT staff to provide better service response, quick resolution of end user reported issues with flexible workflow based automation and has enabled higher customer satisfaction across the organization.

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### **About IBM NOC Inside**

NOC Inside is a packaged, automated, subscription based IT Infrastructure management service from Network Solution Pvt Ltd (An IBM Company) for managing end to end IT infrastructure. NOC Inside provides a single console of IT infrastructure monitoring (networks, systems, applications, middleware and databases), IP traffic analysis, IT helpdesk and IT hardware & software Inventory. NOC Inside also includes an optional IT advisory service that provides periodic, customized, improvements & recommendations to optimize efficiency of IT operations.

For more information on NOC Inside - Call us at 1800-425-3333, Email us at [response@in.ibm.com](mailto:response@in.ibm.com), Visit us at <http://www.ibm.com/in/noci>

