



**Making a Difference to the Networks Worldwide .....**

**ENTERPRISE NETWORK MANAGEMENT**

**Background:**

Customer is a diversified Manufacturing and Financial Service Company with BPO delivery centers across the Globe. Delivery Centers in India have more than 12000 employees spread across 4 locations.

Indian operations cater to global clients for BPO (Business Process Outsourcing) using multiple DS3's connected to client points in 100% redundancy; with more than 600 Network Devices; Multiple Colos in North America and more than 500 T1s for voice services.

Customer specified HP Openview, Enterprise Network Management Suite to be deployed in High Availability configuration across all the 4 locations in India. The network comprises of platforms from Cisco – IGX, MGX, Routers, Nortel – Passport, Meridian Telephony Switches and Avaya Multivantage and Definity Telephony Switches. Customer also uses Clarity as their CRM tool

**Solutions:**

InKnowTech Designed Network Management Suite based on HP open view across the Enterprise. The network was divided into two zones, interconnected over a WAN.

High availability configuration to set up with failure over configuration between two zones connected through DS3 Link. High availability to kick in only on failure of the Zonal Network Manager and otherwise only changes to reflect between two Zones thereby reduce the Network Management Traffic on the WAN.

HP Openview was further integrated with Element managers such as:

- ✦ Cisco RWAN and Cisco Works
- ✦ Nortel Optivity
- ✦ Avaya Visibility

Clarity CRM and Service Desk was also integrated with HP OV.

Project installation was undertaken in three phases :

Phase I

- ✦ Installation and Configure of HP Open view
- ✦ Network Node Manager at all the locations.
- ✦ Integration with CISCO works.



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Phase II

- ✦ HP Open view was further integrated with CLARIFY' Service Desk/CRM integration. This involved scripting, using Perl Script on integration to generate trouble tickets from HP Open View in to CLARIFY

Phase III.

- ✦ Coverage to manage Voice T1s in Colo across North America.

**Technology Challenges:**

HP Open View was deployed across 4 customer locations remotely from Bangalore in High Availability configuration

Integration was achieved between HP Open View and Element managers from CISCO, Nortel and Avaya using variety of skills such as Scripting (Perl, SNMP) Tools, Data capturing and Integration with report tools for customized reports.

