



Making a Difference to the Networks Worldwide

ENTERPRISE MONITORING & MANAGEMENT

Background:

Customer owns a well known web portal hosting images and photographs with offices worldwide. Content hosted on the portal are related to lifestyle, business, travel, industry, health, technology, architecture, interiors etc... Customer's India office carries out the back end operations and uploads it back to the portal. IT plays an important role enabling customer to leverage the cost advantage. Customer was looking for a solution on 'Consult-Design-Deploy-Manage' model.

Solutions:

InKnowTech designed and deployed an end to end solution, meeting customer requirements. Design and deployment covered the below mentioned areas:

- ⊕ Passive network setup covering LAN cabling
- ⊕ Telecom infrastructure for Internet and Intranet connectivity between India office and Remote office
- ⊕ Active Network elements
- ⊕ Desktops standardization and baseline
- ⊕ Server architecture for data center
- ⊕ Mail Architecture
- ⊕ Security Architecture

InKnowTech actively carried out monitoring and management of the above mentioned IT infrastructure on a 24*7 basis. Keeping the criticality and nature of customer's business InKnowTech adopted a **Proactive and Reactive approach.**

In the Proactive approach InKnowTech deployed Remote Monitoring and Management solution, which is delivered from state of the art iSMC (Intelligent Service Monitoring Center), Bangalore-India. As a Reactive approach InKnowTech deployed an onsite team to address onsite requirements.

Benefits that the customer enjoys are:

Process Driven Approach

- An SLA driven approach to the services offered.
- A proprietary Help Desk and Customer Fault Management Tool will track the problem till resolution and provide the diagnostic reports.
- Customer Relationship Management process enables a timely review and reporting
- Well documented and established escalation process
- Documented process & methodologies, aligned towards ITIL standards

Proactive and Reactive Approach

- Proactive 24 * 7 monitoring and management services delivered from the state Industry standard tools
- Proactive monitoring provides real time alerts to the onsite team for Reactive support
- Multi tier support levels (L1 & L2 & L3) at both Onsite and Remote
- Customized reporting and documentation. Online web based reporting.
- Customized Knowledge management
- Complete responsibility for Fault Management, Change Management, Config Management
- Single Point Of Contacts for customers increases the efficiency and enhances the delivery.
- Customized reporting and documentation. Online web based reporting.

These Reports are based on **daily, weekly, monthly** covering:

- Uptime
- Availability
- Performance
- Utilization based on Ingress and Egress traffic on multiple links, Memory, CPU
- Events
- Traffic analysis



Technology Challenges:

The challenge was to design a solution that can carry out proactive monitoring, providing real time alerts to onsite team and also the associated management, remote trouble shooting. The designed solution can carry out Monitoring and Management services without compromising data integrity and security.

A separate LAN segment has been dedicated to manage this customer IT resources. iSMC team monitors IT resources on a 24 * 7 basis and alerts the onsite team in case of any severity alerts. If the onsite team is not available then iSMC team logs in remotely into the resource via a secured IPSec VPN using RDP or Terminal emulation and carries out diagnostics leading to resolution. On completion a service report is sent to the onsite team as well as the customer.

Some of the major challenges in terms of Management of the services are

- ◆ Remotely trouble shooting and to resolve simple problems related to telecom links including its associated devices at the India and Remote end.
- ◆ Coordinating with service provider's in case of failures at either ends I.e. India end and Remote end.
- ◆ Maintaining and Managing complete telecom infrastructure inclusive of remote login into IT resources and trouble shoot the same.
- ◆ Regular preventive Maintenance
- ◆ Complete management with respect to Configuration, Fault, Change and Backup.

