

AZZURRI

Azzurri Uses SNMPc To Provide Managed Network Monitoring Services To Over 230 Customers With An Excess Of 15,000 Nodes



"SNMPc has scaled up to over 10,000 devices here in the Southern NOC without too much of a problem. We have used it to monitor a wide range of equipment from multiple vendors for over 200 customers all on the same server which is fantastic!"

Neil Camden
Team Leader of Tier 3 Support, Southern NOC

About Azzurri

Azzurri is a converged voice and data communications specialist providing consultancy services to organizations worldwide. It offers a managed service of network monitoring and provision to organizations both large and small.

Monitoring takes place in the main NOCs (Network Operating Centers) based in Weybridge (the Southern NOC) and Wakefield (the Northern NOC). Combined, the two Network Operations Centers monitor over 15000 nodes for 230 customers. Monitoring services for small customers can be just 6 WAN sites and a LAN, while monitoring for larger customers can include their entire data centre solutions and Co-location Centers.

The Challenge

Provide A Solution That Enables Engineers To Visualise And Monitor Over 15,000 Nodes Simultaneously

Azzurri has a large customer base that has increased dramatically through numerous acquisitions including MiTech and Sirocom. Managing and monitoring multiple networks simultaneously can become arduous and complicated. Azzurri needed a solution that

would monitor over 230 customers networks and identify problems quickly allowing fast resolution and a first class managed service.

During the acquisition of MiTech, Azzurri was introduced to Castle Rock's SNMPc solution and found that it worked better than their current solution. Because of the scale of the Azzurri operation they needed a tailored, more sophisticated solution. SNMPc helps users understand what is on the network, manage the network for application delivery, improve the performance of applications, consolidate IT and work collaboratively between sites. Azzurri therefore contacted Teneo who is the award winning European Master Distributor of SNMPc.

Alistair Pidd, NOC Team Leader in Wakefield and Neil Camden, Team Leader of Tier 3 support take up the story,

"Previous to SNMPc we were using WhatsUp Gold which didn't have the capacity to monitor many devices. It wasn't as sophisticated as SNMPc. It simply had a RAG board (Red, Amber, and Green). WhatsUp Gold was dying on us all the time because we were monitoring so many devices."

Noted Alistair Pidd

In Brief

Industry

- Service Provider

Challenge

- Enables Visualization and Monitoring of over 15,000 Nodes Simultaneously
- Scalable allowing Azzurri to take on new customers and continue to grow
- Flexible – Able to adapt to customer Needs
- Capable of Identifying problems quickly & easily allowing fast resolution

Solution

- Castle Rock SNMPc

Benefits

- Enables Reliable 24/7 network monitoring services to over 230 customers
- Problems are resolved instantly
- Scalable - capable of monitoring networks from several hundred devices to tens of thousands
- Secure and reliable

The Solution

A Customised SNMPc Solution That Easily Monitors A Large Number Of Customer Networks

SNMPc is a secure distributed network management solution that enables users to monitor their whole network infrastructure. It is capable of monitoring networks from several hundred devices to tens of thousands. Remote software and web based consoles provide network information to everyone who needs it.

SNMPc automatically discovers and polls SNMP devices, allows users to collect network statistics and automatically generates trend reports. The distributed polling architecture makes it easy to manage networks that span multiple sites. In the event of a network problem (device failure, high utilization, low disk capacity) SNMPc will generate an email or pager alert. It is possible to manage the network remotely with the Windows Client and JAVA WEB Consoles and export map topology, trend statistics and event log entries to other databases.

Azzurri's NOC's were therefore rebuilt using SNMPc to allow the monitoring of multiple networks simultaneously on just one console under a 'Manager of Managers' configuration. A screen displays all the available polls and alerts. Another screen shows the traps and another one shows the historical devices which are down. Engineers are able to get a clear view of what is working and what is causing problems across all their customers' networks.

"70-80% of the calls we log in the help desk are based on pro-active alerts from SNMPc. Getting the alert and phoning the customer before they call us is a key part of being a managed service provider."

noted Neil Camden, Team Leader of Tier 3 Support at the Southern NOC.

Event filters have been configured per customer to make it clear to Azzurri's tier 1 support staff what is happening down to individual network parameters. Problems are alerted on the board showing the customer, device and problem description in real time saving considerable time spent fire fighting, and enabling staff to get on with managing customers networks.

The Benefits

Scalable, Manageable & Flexible

SNMPc is a scalable solution allowing Azzurri to take on new customers while continuing to deliver a high quality managed service. Neil Camden added,

"We can monitor huge numbers of nodes here at the Northern NOC without it keeling over. This would have been a real problem for our previous product. We only had about 1000 nodes and it was already hitting the deck!"

The centralised management system makes managing multiple networks easy and has proved an essential ingredient to being a managed service provider.

"SNMPc is extremely simple but also has the ability to be very in-depth if we want it to by looking at the application service monitoring. The alert log works well in our Southern NOC. If a red alert comes in it is obvious who the customer is, which piece of kit has a problem and what has gone wrong."

commented Neil Camden. Being able to adapt to customer needs and offer what they want is paramount to Azzurri being able to offer an exceptional service. Neil Camden continued,

"SNMPc is vendor independent so we can compile a wide variety of manufacturer MIBs. SNMPc has exceeded our objectives. We have gone on to learn new features. We started using it as a simple polling device but now are using it to do more in-depth service monitoring."

Azzurri has developed an excellent relationship with Teneo. The SNMPc solution enables Azzurri to continue its path of rapid growth while also continuing to provide a superior service to clients. Teneo will continue to offer specialist IT solutions and services that meet the changing goals and objectives of this expanding organisation. Azzurri is now looking at amalgamating the Wakefield and Weybridge NOCs into one infrastructure and re-building the entire SNMPc monitoring from scratch with help from Teneo.

"Rapid growth through mergers and acquisitions has altered our needs. Despite this SNMPc has adapted. It is scalable and configurable and provides us with centralised management which is essential to our business."

"Teneo has been fantastic at providing us the information we want and their pricing has been very competitive. When we have needed to report faults they have come back and answered our problems promptly. When we put Teneo up against a rival we found that Teneo was a lot better at coming back to us with solutions than other companies," concluded Alistair Pidd.

About Teneo

Teneo is an Infrastructure Optimization specialist with worldwide reach, focused on helping businesses to meet corporate and IT objectives through accelerating the performance of global network infrastructures, improving user productivity, automating management within the Data Center and lowering overall IT costs.

Teneo has over 1500 customers across 40 countries and offers a portfolio of services that includes Training, Installation, Maintenance and Performance Analysis Consultancy.

Teneo is the Master Distributor for Castle Rock SNMPc and is their current Global Partner of the Year.

www.teneo.net

About Castle Rock SNMPc

Castle Rock Computing was the first company to deliver a Windows based SNMP management system. The flagship product, SNMPc, is a secure distributed network management system which delivers proactive real-time monitoring for your entire network infrastructure.

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