

CASE STUDY



Overview

For nearly five decades, Ensono has helped organizations move ahead with their IT initiatives. When it comes to earning their clients' trust as exceptional guardians of their IT service management platforms, Ensono's technology expertise plays a large part. Evidence of this is that even before the cloud was being talked about, Ensono was pioneering leading edge cloud innovation for its global client base offering solutions and services across all industries. Ensono is a service provider that understands the new world digital economy and the value of a reliable and superior end-user experience.

The Challenge

The With the advent of digital transformation, services being delivered to end-users are changing at breakneck speeds. To enable their clients to respond to rising end-user expectations, Ensono realized that operational efficiency, streamlined network monitoring and the ability to rapidly add new devices under management were critical to build out the network and service performance necessary to meet these needs.

How to reduce the impact of these digital growing pains and ultimately improve the end-user experience was important to Ensono and their clients. Ensono was looking to fast track their network monitoring strategy to make their service management and client performance key differentiators. The fact was, Ensono had plenty of management tools, too many. It was tool overload. They were using disparate tools that were expensive to support and, in some instances, unreliable, not to mention tedious to monitor on multiple consoles. This approach was making it difficult to manage the contemporary IT services necessary for Ensono clients' businesses.

The Solution

Having decided that multiple tools was not the most effective way to manage a variety of complex networks, Ensono focused on combining their tool sets. "Consolidation is huge for us as is the reliability of tools," states Sean O'Brien, Senior Manager – Enterprise Solutions for Monitoring at Ensono. "Some tools would go down a lot. So, you are constantly having to monitor the tool and get it back online—creating more work for my team." After a rigorous evaluation of several network management products, Entuity Network Analytics was selected as it met Ensono's top prerequisites:

- an all-in-one network management functionality that replaced disparate tools
- seamlessly integrated into their BMC TrueSight AIOps platform
- was reliable in its performance uptime
- could quickly integrate new technologies
- provided a robust multitenancy architecture

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Sean O'Brien

Senior Manager - Enterprise Solutions for Monitoring

CASE STUDY KEY POINTS



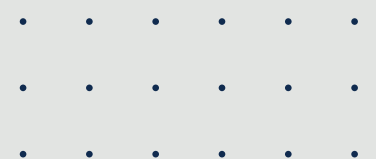
Multitenancy allows for client transparency



Streamline monitoring diminishes management complexity



Quick onboarding



The Results

During the evaluation process it became clear that network management products are not all the same and several did not effectively manage new technologies. For example, the Nexus switch was not covered in a few products and according to O'Brien, "Entuity put some solid thought and development into understanding what was necessary to manage within the Nexus product to be able to proactively identify switch problems. They have done a stellar job of handling some of the new technologies in the marketplace." Incorporating new technologies is vital when it comes to managing today's networks.

“ We are starting to see cases where Entuity is routinely finding and managing things like Cisco Nexus FEC modules and automatically opening tickets on problems. These were challenging with some of our other tools. ”

Sean O'Brien

Senior Manager

Multitenancy empowers clients with transparency

As a service provider, the ability to handle multitenancy was very important to Ensono. "It's a transparency thing. We need to be able to allow client A to log into a monitoring console and see what we see. And we need to be able to do that without them accidentally seeing client B" states O'Brien. Entuity's multitenancy architecture allows specific, customized privileges to segment their clients' access. Ensono's client portal provides clients a robust way to see invoices and their monitored data from multiple sources such as BMC and Entuity. This consolidated client portal offers a single point of entry into their Ensono data. Taking advantage of Entuity's multitenancy architecture delivers personalized on-demand access that increases client/Ensono transparency, client loyalty and add-on capabilities/revenue opportunities. Ensono strives for intimate client relationships to keep them apprised on how their network is currently running and to proactively suggest where enhancements or new services may be necessary for future growth.

Consolidation of Management Tools Drives Efficiency and Accuracy

One way streamlining monitoring tools has helped Ensono diminish management complexity is through an improved way to monitor WAN circuits. They can now reduce the number of SNMP trap destinations required from 7 IPs to 2 IPs, allowing Ensono to deliver all the services necessary for this type of management. The big change here is that Ensono needs only a single console to manage it rather than five consoles originally being used. Less complexity and better management visibility equips Ensono to work more efficiently and see anomalies before they become issues. Likewise, having all the network interdependencies found under one umbrella, analytics such as historical traffic patterns, capacity analytics are easy to generate and use for IT planning purposes.

Another report they use consistently is a CRC report, which illustrates where there is packet loss creating poor performance. Prior to ENA, it needed drawn out, manual effort to understand what was causing this issue and to pinpoint where it was. Today, SHU runs a report to see where CRC errors are occurring on the network, this shows the area to address. "It's often a case where fiber cables need to be replaced or traffic is moved to another switch. I look at this report weekly and can get advance visibility to head off problems before any staff members complain of network slowness." This type of proactive management is vital in preserving network service levels for exceptional end-user performance throughout their multiple campuses.

A Powerful Combination: Entuity, BMC and Ensono

Ensono takes advantage of the BMC TrueSight AIOps platform and it was important that network monitoring be integrated into this bigger picture reflecting their end-to-end management ecosystem. "Literally after 15 minutes of work, we had Entuity fully integrated to our BMC environment and opening tickets to our NOC," states O'Brien. Entuity Network Analytics is seamlessly included in the BMC dashboard making it one click away from illustrating how the network is affecting applications. "Having Entuity data automatically roll up into our BMC TrueSight platform allows a true single pane of glass for event visibility, analytics and processing."

Moving Ahead

Entuity Network Analytics will continue over time to reduce Ensono's hours spent managing the network and its associated costs by a streamlined, automated solution. O'Brien reveals, "We are starting to see cases where Entuity is routinely finding and managing things like Cisco Nexus FEC modules and automatically opening tickets on problems. These were challenging with some of our other tools. Now we can address these types of issues before they cause an outage –it is even better than a faster resolution. It is true proactive outage prevention." In addition to automation, Entuity's breadth of analytics adds a layer of historical data that helps Ensono understand, evaluate and resolve the underlying reasons that are causing network or application issues.

About Park Place Technologies

Park Place Technologies is a leading provider of data centre hardware maintenance. Founded in 1991, Park Place Technologies provides an alternative to OEM post-warranty storage, server and networking hardware maintenance for IT data centres, with 24/7 access to a global contact centre and support from the industry's most advanced engineers. Serving more than 11,000 end-user customers — including all tier-one OEMs and businesses ranging from government, higher education, and healthcare institutions to cloud service providers, SMB and Fortune 500 companies — Park Place Technologies' services are spread across 30,000 data centres in more than 100 countries.

Park Place's latest innovation is ParkView™, a revolutionary remote service that proactively detects hardware faults 24/7.