

AT&T WorldNet

Customer Case Study



E-Business Assurance

Internet Service Provider

Business Needs

- ◆ To manage the world's fast growing Internet service
- ◆ To provide 7x24 availability of standard Internet services
- ◆ To support rapid network growth and deployment
- ◆ To provide lowest cost operational platform

How do you manage and assure the availability of the world's fastest growing ISP? The answer... With an enterprise management solution designed, developed and deployed by members of NetSource Partners.

AT&T WorldNet Services has become one of the fastest growing Internet Service Providers (ISP's) in the world. It should reach well over a 1 million subscribers, before the end of 1997. As you might already know, one of the key customer value drivers of the AT&T service is its reliability and availability. In creating this value, the AT&T WorldNet Service depends on a large-scale 7x24 enterprise management system. The goal of this system is to bring the availability of diverse technologies up to AT&T levels of quality.

This platform was designed, developed and deployed by members of NetSource Partners. The solution provided the following management functions:

- Fault Management - alarm reporting, recovery, and trouble ticketing functions
- Performance Management - performance monitoring and threshold functions
- Configuration and Control Management - asset management, start/stop control functions
- Data Management - backup and recovery functions
- Security Management - security monitoring and auditing functions

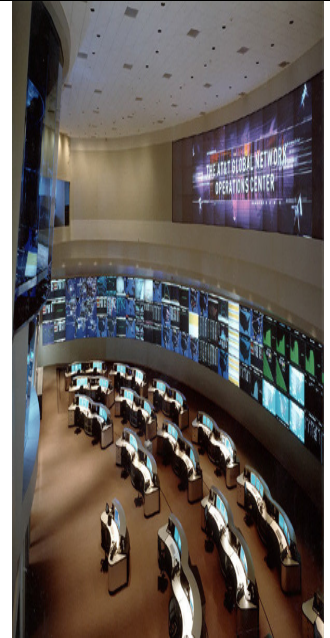
Solution Summary

- ◆ Centralized proactive monitoring of all management domains
- ◆ Comprehensive integration of management tools and development of leading edge OA&M designs
- ◆ Highly scaleable architecture based on distributed management and agent technologies
- ◆ Integrated on-line documentation and operator support tools

The WorldNet enterprise management system was designed and developed by integrating and customizing several "off-the-shelf" packages from a host of product vendors. The primary platform supporting this effort is the HP-OpenView suite of products. All these products are "glued" to the core network by customized agents and middleware developed in a host of languages.

Managing Internet applications (e.g. Net News, E-mail, Web, Authentication, and others) required development and integration of special administrative applications. As a result of this integration, we have gained expertise in managing "standard" Internet applications at AT&T quality levels.

All of the experience and many of the lessons learned from this project are available for your Enterprise Management and Internet/Intranet projects. We at *NetSource Partners* can help you build a highly reliable and manageable service for your customers.



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Company Information

Established in 1996, NetSource Partners LLC is a privately held company that develops large scale IT Service Management (ITSM) and enterprise management solutions for fortune 1000 companies seeking high value, reasonably priced solutions. We specialize in helping clients develop ITSM processes and systems that enable them to build and operate their mission critical applications to serve their customers better. To serve our clients better, We utilize best-of-breed standards and technology to deliver the highest quality solution on time and on budget.

Our client list includes Knights of Columbus Insurance Company, AT&T, Hoffman-LaRoche, Lucent, Ford Motor Company, FedEx, Time Warner, and the U.S. Navy to name a few. Additionally, we have been a systems integration partner for Hewlett-Packard. We have been the primary consultants on some of the largest deployments of HP-Openview products here in the United States.



Contact Information

If there any questions, or if there are topics that you would like to see in this newsletter, feel free to contact us. Our contact information is below.



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