



Audible Inc.

Customer Case Study



E-Business Assurance

Electronic Commerce

Business Needs

- ◆ Move from a development phase to a product launch phase
- ◆ Solidify the foundation architecture
- ◆ Highly reliable e-commerce service
- ◆ Low cost operation solution

An electronic commerce company providing mobile audio storage and playback technology via the Internet needed to move their product from the development phase to the realization or launch phase. Their goal was to provide a highly reliable e-commerce service while keeping their operational cost to a minimum. Audible Inc. requested NetSource Partners to help develop an overall project deployment plan, to review their system architecture, and to implement and provide an overall operations strategy.

NetSource Partners worked with Audible's senior management staff to develop an overall project deployment plan. The plan contained feature set definitions and deliverables, major milestones such as an operations readiness test phase and a major pilot release, contingency planning, and service roll out alternatives. At the same time, NetSource staff worked with Audible's senior engineers and developers to document and review their network infrastructure, security, operations, and their system architecture. NetSource provided numerous suggestions to solidify the design that was reincorporated into the architecture.

Solution Summary

- ◆ Developed overall project plan
- ◆ Documented and reviewed overall system and service architecture
- ◆ Developed an operations architecture and implemented the design using custom built tools and freeware

NetSource Partners also designed an Operations Architecture and implemented an effective low cost fault management solution. The deliverables included an Operational Requirement Specification which contained service level objectives and agreements, an Operations Management Architecture, a Functional Design Specification addressing management functions such as security, configuration, and fault, an Operations System Test Plan, and an Operations Methods and Procedures document. NetSource also worked closely with Audible's ISP to ensure that Audible's operations requirements, and service level agreements were met.

The fault and event management system was implemented using customized tools and freeware. Monitoring included WAN/LAN, network elements, service nodes, and all critical system and service applications such as Database, Web, and the Merchant Server. Private enterprise traps were defined and integrated with the ISP's management platform.

With NetSource Partners' help, Audible reached their first pilot release, and is well on their way to their product and service launch.

We at NetSource Partners can help you move your product from inception to product realization and service launch. Feel free to contact us for more information.

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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.



“We utilize best-of-breed standards and technology to deliver the highest quality solution on time and on budget”

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