

Major National Cable Company

Customer Case Study



E-Business Assurance

Internet Service Provider

Business Needs

- ◆ Ability to manage and monitor a broadband Internet service from a central site
- ◆ High quality and reliable service
- ◆ Scalable distributed enterprise management system
- ◆ Low operational staffing and costs

A major national cable company needed a world-class enterprise management system to monitor and manage their emerging broadband Internet service. Their goal was to provide a high quality service with minimum down time to their end customers yet keep their operational staff and cost to a minimum. *NetSource Partners* was selected by the Sun Professional Service Organization to provide an enterprise management solution that would meet this customer's requirements and aggressive schedule.

Within a short period of time, NetSource Partners delivered an operational requirement specification, an enterprise management architecture, a project plan that would take the design on paper to actual design, implementation, and deployment, and a design and implementation specification detailing management subsystems, interfaces and functions.

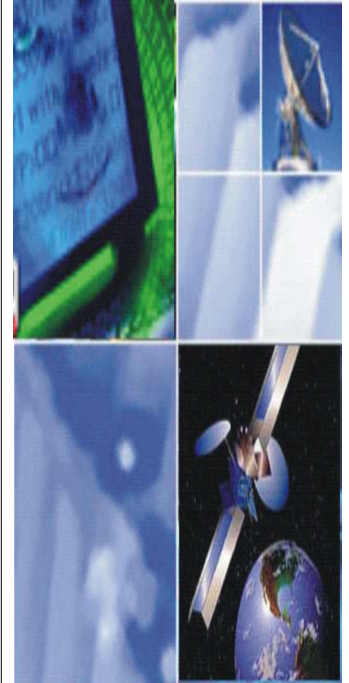
A host of third party and custom management applications were integrated onto the Sun Solstice Domain Manager platform to provide the ability to manage the distributed network from a central site. Local event filtering, suppression, and intelligent correlation were implemented to minimize management traffic overhead. All critical system and service applications such as Database, DNS, Web, News, Mail, Authentication and Fire Wall were managed via off-the-shelf and custom built SNMP agents and MIBs. This provided the customer with a total enterprise management solution covering the element, network, system, and the application layer.

The management system design included integrating Sun's High Availability software to provide service redundancy and reliability. To ensure quick response time from the operational staff, manual error-prone procedures were eliminated using intuitive user interfaces.

NetSource Partners delivered a scaleable and flexible enterprise management solution providing a superior platform in managing and monitoring the customer's service network in an explosive and competitive Internet service industry.

Solution Summary

- ◆ Distributed proactive management design with service management focus
- ◆ Intelligent event filtering and correlation eliminating non-critical events
- ◆ Application management via SNMP providing service management capability
- ◆ Integration of High Availability software with system management subsystem



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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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