



Verizon

Customer Case Study



Enterprise Management Service Provisioning System

Business Needs

- ◆ Provide a reliable service to Verizon's internal customers
- ◆ ISO 9000 certification
- ◆ Solidify operations process and procedures
- ◆ Lights out remote monitoring & administration

A division in Verizon needed a lights-out remote monitoring solutions to provide reliable services to their internal customers. This solution must be manageable by a small technical support staff. Verizon also needed to solidify their standard operations process and procedures in preparation for their ISO 9000 certification auditing.

NetSource Partners enhanced and customized their existing system management solution for managing several Verizon's development and production provisioning systems running on NT and UNIX servers. This solution provided real time event notification via email and pager, and system and application monitoring. Intelligent event filtering and suppression were provided to prevent event storms and to reduce unnecessary or false alerts. Basic network monitoring functions was also put in place. System performance reports on UNIX and NT servers were set up and automatically reported on a weekly basis for performance trending and historical analysis. Remote administration of the NT servers were done via remote dial-in, the MS utility tool kit, as well as via Symantec's PC AnyWhere.

Solution Summary

- ◆ Design and develop a system management solution
- ◆ Documented and reviewed all system design for backup & recovery, and disaster & recovery
- ◆ Reviewed, developed and documented standard operational process and procedures

NetSource Partners implemented self-recovery, self-monitoring, and self-maintaining capabilities on the management server to minimize support staff involvement.

NetSource Partners also participated in reviewing, designing, and formally documenting standard operations process and procedures such as problem management, escalation procedures, as well as backup and disaster recovery strategies for both development and production environments. These environments included UNIX and NT servers, service applications, and databases.

As a result of NetSource Partners' contribution, Verizon was able to provide a reliable service to their internal clients while increasing the productivity of the support staff. Verizon also passed their ISO 9000 audits and was certified as ISO 9000 compliant.

If you need to improve your service reliability for your end customers, please let us know how we may be of



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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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