



NXO France

NXO partners with ITOM solutions to support full client data privacy and visibility in its complex multi-tenancy environment.

Who is NXO France?

NXO France is a French service provider which provides Cloud, Data Center, Collaboration, Contact centers, Network infrastructure, WAN & IT Security services and supports its customers in their digital transformation initiatives ensuring the operation, performance, security, and evolutions of digital infrastructures. Its managed services offering includes consulting on infrastructure choices, supporting migration projects, designing architectures, and ensuring an efficient digital process flow.

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THIBAUD ANNOTA
Technical Manager
NXO

Managing Data Segregation to Protect Client Privacy

NXO manages nearly 300 customers, monitoring over 5,000 devices in a hosted, managed services environment. With ever-increasing infrastructure complexity, the aim is to provide customers with a global view, irrespective of data sources. This requires complex data reconciliation and consolidation, as Thibaud Annota, Technical Manager at NXO, explains: “With so many customers we face the challenge of ensuring that the data they view is available only to them. To manage this efficiently we need sophisticated data ingestion and partitioning while managing a wide variety of technology and devices. Our managed services model depends on an easy path to integrate new customers into our infrastructure. Finally, sometimes downtime is inevitable, but we want to make this process more transparent and predictable for our customers so that they can plan for this.”

Automation is key to achieving this and the NXO team built and deployed an innovative automated monitoring solution: Digital View. Thibaud had previous experience with IT Operations Management solutions by OpenText™ and realized that OpenText™ Operations Bridge and OpenText™ Network Operations Management (NOM) would be a



At a Glance

- **Industry**
Services
- **Location**
France
- **Challenge**
Provide full visibility and flexibility for managed services customers so that they can plan for necessary downtime
- **Products and Services**
Operations Bridge
Network Operations Management
- **Success Highlights**
 - + Support multi-tenancy application for full client data privacy
 - + Easy out-of-the-box data ingestion from multiple sources
 - + Full real-time visibility for customers with Business Value Dashboards (BVD)
 - + Transparently managed downtime so customers can plan for this

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great fit to gain a complete and accurate view of the dynamic and complex networks NXO customers work with. Operations Bridge automates remedial action tasks with thousands of out-of-the-box operations, while NOM is designed for unparalleled network control.

Much-Needed Flexibility and Ease-of-Use through OPTIC’s Open API Interface

Leveraging OpenText™ OPTIC Data Lake, the team can use a single data lake to consolidate data from any source, including external applications such as Cisco Webex, or Alcatel Rainbow. Thibaud comments: “The OPTIC Data Lake simplifies the data collection, normalization, and storage from Operations Bridge,

NOM, and a massive number of third-party vendors, thanks to the open API. It enables common data analysis and data visualization for important operations tasks such as automated event correlation.”

By using the service model created by Operations Bridge, NXO built data segregation and multi-tenancy. In this multi-tenancy aware data source environment, when you run a query or a job, only the CIs and attributes of those tenants that have permissions to view are included. The NOM and Operations Bridge suites offer a wide technology coverage and there is always the opportunity to develop custom scripts for special cases, such as VM backup and replication, by using the built-in REST API capabilities.

Full Clarity with Dashboards and Easy and Transparent Downtime Management

The NXO team particularly appreciates the OpenText™ BVD (Business Value Dashboard) capability. This gives full real-time visibility into any activity in a customer’s environment, consolidating data from multiple sources. NXO uses OpenText™ SiteScope, included in Operations Bridge, as an agentless monitoring solution. It monitors the availability and performance of distributed IT infrastructure and applications, including servers, operating systems, network services, virtualization software, and application components. It feeds relevant statistics into the BVD. Custom data ingestion stores all data in the OPTIC Data Lake for easy analysis. “The use of a single data lake simplifies the creation of our dashboards, while completely respecting our multi-tenancy requirements to ensure our customers’ data privacy,” says Thibaud.

He concludes: “Digital View, emboldened by Operations Bridge and NOM, gives customers a single portal consolidating all data and information collected across their infrastructure. Thanks to OPTIC’s open API we have developed a portal for our customers to help them plan their downtime, managed through Operations Bridge and NOM. Easy device selection is provided by the service model API and we are currently managing approximately 20 planned downtimes per month, necessary for support, maintenance, and upgrade purposes. This really demonstrates the power of Operations Bridge and the OPTIC Data Lake.”

Learn more at
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