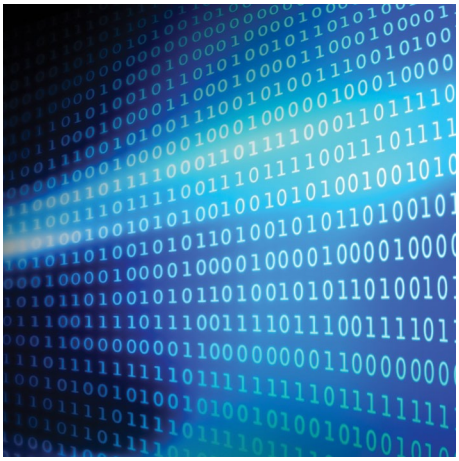
MICRO FOCUS

Customer Success Story

IT Operations Management

IPC

Global network services provider leverages Micro Focus® solutions to support business growth.



Overview

IPC is a global provider of network services and trading communication technology for financial services. To support growth, IPC needed a fault management system that matched the scalability and resilience of its service provider network. A satisfied user of Micro Focus Network Automation, IPC worked with Micro Focus Platinum Partner Melillo Consulting to select Micro Focus Network Node Manager i.

Challenge

Growth Demands Improved Scalability, Resilience

For more than 40 years, IPC has provided specialized communications solutions that help the financial trading community meet regulatory compliance and governance mandates, maintain business continuity, control costs, and improve return on equity. IPC's network services line of business was using another tool for network fault and performance management. However, that tool failed to provide adequate scalability (requiring separate systems for as little as 2,500 devices), failover, or IT efficiencies as IPC grew. IPC turned to its trusted providers, Melillo Consulting for a better solution.

In today's fast, complex, and global trading environment, IPC Financial Markets Network services—for voice, data, and enterprise connectivity—link customers to a community of more than 6,000 capital market participants around the world. To meet growth demands, IPC Financial Markets Network services grew its network by more than 300% over four years and continues to grow it by more than 15% annually. The old network management tool segregated performance monitoring across IPC's global environment—servers in North America, Europe, and other regions did not communicate with one another, forcing use of an additional tool to integrate alerting tools. When existing servers reached capacity limits, the non-Micro Focus product required deployment of new servers. "That didn't help us because we didn't want to break our environment off into arbitrary pieces and begin monitoring

"Micro Focus Network Automation allows us to monitor and track all changes, and ensure that configurations are maintained to our global engineering team's standards."

MICHAEL SABATELLA
Manager of OSS Engineering
Network Services, IPC

At a Glance

- **Industry**
  Business Services
- **Location**
  United States
- **Challenge**
  Enhance scalability and high availability of global network services line of business.
- **Products and Services**
  Micro Focus Network Automation
  Micro Focus Network Node Manager i
- **Results**
  + Enable global business growth
  + Support line of business objectives to automate provision, model and manage customer services
  + Ease certification and compliance processes (NA)
  + Free IT staff time for strategic focus

them separately," says Michael Sabatella, IPC manager of OSS engineering, network services. "We decided to look for something that could scale to the large numbers of customers we will add over the next five years."

Solution

NA Supports Global Engineering Standards

IPC has used NA since 2011 to automate the operational lifecycle of its network devices. "NA allows us to monitor and track all changes, and ensure that configurations are maintained to our global engineering team's standards," Sabatella says, adding that with its robust security features, NA also eased compliance and certification processes.

Melillo, which provides IPC with consulting and software support, understood that NNMi would complement NA and solve the problems IPC was having with its existing network management software tool. "Scalability, high availability, and third-party integration are key advantages of the Micro Focus software. IPC has Netcool in its environment and they wanted to bring in a lot of third-party devices. NNMi was a good fit," says Joe Vianale, the Melillo senior consultant. NNMi unifies fault, availability, and performance monitoring to improve network uptime and performance.

NNMi Proves Its Reliability in Failover Trials

"We wanted to prove that NNMi's three-tier architecture not only lends itself to scalability but also to high availability (HA), and disaster recovery (DR) deployment. Melillo set up the lab environment and simulated a failover from a primary to secondary server; additionally, the failover scenario was repeated several times simulating various failure scenarios. It was seamless with NNMi; that was a big selling point," says IPC's Sabatella. "We also were looking for a solution that could automate the discovery, addition, and removal of devices, using native SNMP to discover and using the bulk import features of the Application Programming Interface (API). The other tool didn't have a good set of APIs to automate these processes."

IPC uses a wide range of network devices—including Cisco switches and routers, Fujitsu and BTI DWDM/optical devices, and a variety of edge devices from Cisco, Coriant, BTI and Overture—and didn't want to go to multiple systems to manage them all. "NNMi allowed us to model and monitor these devices out-of-the-box without any custom development, vastly improving our time to value and reducing the migration hassle," Sabatella says. Furthermore, he discovered significant advantages in NNMi's extreme flexibility when it came to configuration. "A case in point, on our voice network, some routers and switches could have thousands of interfaces. We need a strategy to set heightened sensitivity to the most critical interfaces and apply different policies based on architecture and role. Only NNMi allowed us to easily configure and set priorities for these types of interfaces. For example, we can raise the alert profile for primary physical interfaces and set appropriate filters for certain logical interfaces. The Micro Focus solution also greatly improved our ability to report on detailed metrics and KPIs that were far superior to the rudimentary capabilities of the old system."

Results

Automation Cuts Costs, Accelerates Growth

Auto-discovery and automation have taken away the manual burden of adding and removing devices that could lead to a misconfiguration of the discovery and alerting process.

Now IPC has more than 6,000 devices managed though NNMi and a churn rate of 200 devices a month. Automating the process reduces the potential for errors of omission and saves approximately 35 man hours a month—and that's not counting the training, maintenance, and administrative overhead consumed by the previous network management tool. "The workload is less for the operations and engineering teams, so there are time savings that translate into cost savings," Sabatella says. It also translates into approximately 15% faster rollout of new customer circuits, enabling business growth with faster time to market. IPC regional teams worldwide now can log into their local servers and manage their devices locally, while those who need a global view can see all devices from all regions. Using NA, IPC can push data globally. It also can run both "enable" and "general" commands on the routers to build custom reports and verify customer compliance.

"The centralized management and better visibility we get from NNMi enable a consistent approach to managing our devices," Sabatella says. "Our uptime is very high, our downtime is very low, and we'll be able to scale out for the next three to five years on a given server as IPC network services add hundreds of new customers a year."