



Customer Success Story

AppManager
AppManager for VoIP
AppManager for Avaya
Technical Services and Support

BT

BT has a massive global infrastructure that is heavily reliant on internal servers and large multivendor IP telephony (IPT) systems. BT requires proactive performance monitoring to help ensure any issues are quickly identified and remedied. NetIQ® AppManager® for VoIP (voice over IP) provides a highly efficient approach to IPT management, helping to proactively and quickly resolve VoIP issues. NetIQ AppManager identifies intermittent voice quality issues in real time and provides critical information for faster issue resolution.

Comprehensive reporting delivers trending analysis and capacity management. This gives BT significant time and cost savings—and, more importantly, minimizes adverse impact on end users.

Overview

BT is a leading provider of communications solutions and services in the world. The company operates in more than 170 countries and provides networked IT services; local, national, and international telecommunications services; as well as higher-value broadband and Internet products and services.

Challenge

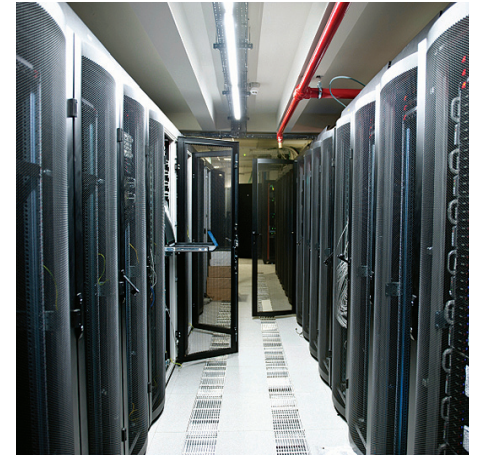
BT, a global leader in communication solutions and services, has been working with NetIQ for

nearly 10 years to manage internal servers and VoIP systems. With NetIQ solutions, BT is able to effectively monitor and manage internal operations to ensure maximum uptime and speedy resolution of service-affecting issues. This has been particularly useful in monitoring service drop-outs in offshore locations, allowing BT to react to issues quickly that might have otherwise gone unnoticed indefinitely.

NetIQ's commitment to internal training for its customers has also resulted in BT engineers becoming highly knowledgeable NetIQ AppManager users. This has allowed BT to gain the maximum benefit from the relationship and utilize the full functionality of the product while achieving a very high return on its investment.

BT's use of VoIP for internal communications provides a significant competitive advantage but only if the performance of the complex, multivendor system is maintained effectively. Factors such as IPT servers being available and voicemail functioning correctly are essential to effective operations. The data networks needs to be running at maximum performance and the call quality needs to meet end-user expectations at all times.

Security can also play a major role in IPT service, and there is a clear business need to monitor VoIP security to ensure availability and integrity. This continuous management can be time consuming and highly complex. NetIQ



At a Glance

■ Industry

Telecommunications

■ Location

United Kingdom

■ Challenge

The organization needed a comprehensive solution that manages, analyzes, and diagnoses issues with the network and automates key tasks to help ensure that VoIP is available and working at optimum efficiency at all times.

■ Solution

Use AppManager to monitor all aspects of the IPT environment.

■ Results

- + Provided specific customization
- + Provided the ability to monitor all aspects of the IPT environment

“NetIQ AppManager has simplified our lives—allowing us to monitor a multitude of Windows servers and to proactively identify potential incidents across our platforms. With so many servers, we benefit from full automation of the 24/7 monitoring.”

NOEL MORGAN

Application Support Specialist
BT

“What we are aiming for is a get-it-right-the-first-time approach. Critical to our success is the ability to automate many of our processes. Our NetIQ investments have enabled this to become a reality.”

NOEL MORGAN

Application Support Specialist
BT

www.netiq.com

AppManager provides a comprehensive solution for BT that manages, analyzes, and diagnoses issues with the network and automates key tasks to help ensure that VoIP is available and working at optimum efficiency at all times.

Solution

BT first deployed NetIQ AppManager for VoIP in 2002 to monitor and manage a Cisco Call Manager environment that included several thousand IP phones. Over the years, this environment has grown exponentially in terms of size and complexity, and NetIQ AppManager now monitors more than 40,000 IP phones in Cisco Unified Communications Manager clusters and Avaya CS 1000 systems.

NetIQ AppManager monitors all aspects of the IPT environment, including system health, usage, performance, call activity, phone registrations, and call quality. Not only limited to the communication manager or call server, NetIQ AppManager is also set up to monitor the gateways and voicemail systems.

Additionally, NetIQ AppManager integrates seamlessly into BT's manager-of-managers so that the NOC has a single interface for monitoring the entire IT infrastructure.

Results

Throughout this relationship, NetIQ and BT have been looking at new ways to work together in order to offer the best services to BT customers. NetIQ has provided specific customization to BT, including adding the ability to alert when emergency calls are active. Over the past few years, BT has been providing constructive

feedback to NetIQ, which has resulted in several enhancements for NetIQ AppManager.

The most recent development for the two companies has come about through Avaya. BT is Avaya's largest and most productive channel partner in EMEA. Due to the close relationship between NetIQ and BT, the company is now an authorized reseller of NetIQ AppManager for Avaya (heritage-Nortel) Solution and can deliver in-depth training on how to use this NetIQ solution. BT has already provided this solution to a number of large enterprises, including healthcare organizations and police forces across the UK.

Noel Morgan, Application Support Specialist at BT, comments, “We have been working with NetIQ for a long time and the relationship just keeps getting stronger. As more of our operations move offshore, it is increasingly important for us to have a clear view of service outages, so we can address them as quickly as possible without affecting the service we provide to the end user. What we are aiming for is a get-it-right-the-first-time approach. Critical to our success is the ability to automate many of our processes. Our NetIQ investments have enabled this to become a reality.” Noel Healy, Senior Systems Management Specialist, NetIQ, states, “It has been a pleasure to work closely with BT over the years and to see the relationship evolve. With BT, we have been able to continually develop our products to more closely meet their specific needs. This has meant that the continuing development of NetIQ AppManager has benefited from honest and constructive customer feedback. The fact that BT has recently become a reseller of our products is a testament to the strength of this relationship.”



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