Case Study

About Infosim
Founded in 2003, Infosim is headquartered in Germany where all its R&D is located from. It designs, develops and markets StableNet® through regional headquarters, global channels and an Infosim Certified Partner (ICP) network, which includes Kedron UK. Infosim prides itself on providing high quality products with exceptional levels of customer satisfaction.

About Kedron UK
Network and application performance management technology expert Kedron UK works with some of the UK's largest enterprises to assist with their IT service performance challenges. From the initial assessment and concept development right through to solution delivery and optimisation it combines cutting-edge technology with exceptional service and expertise to help clients get the best from their networks.

The client
SCC is Europe's largest independent IT group and has a prestigious client list spanning both the private and public sectors. A leading technology solutions provider with a successful track record spanning 36 years, it specialises in IT infrastructure management, helping customers drive down costs and achieve operational efficiencies.

The challenge
IT plays an integral role in the success and efficiency of large businesses and, with a pan-European network supporting users across 80 cities and five countries, SCC is no exception. It needed a reliable solution that could meet the large-scale demands of its operations.

As the business grew, previous IT solutions used by the company were unable to cope with the scale of the network and proved operationally unreliable, impacting negatively on productivity. In addition, they did not have the technical capabilities to produce the detailed IT service reports and intelligent alerting that the business was requesting from the SCC network and application teams.

The solution
SCC approached Kedron UK. The company carried out a full assessment of SCC's needs across the network, identifying the key issues that needed to be overcome and presenting a solution that addressed these challenges. Functionality required on the system included distributed architecture, advanced group and user access and fast deployment.

> This is a powerful piece of kit and does everything we want it to. One of its key benefits is its ability to capture data from any source and correlate it, providing us with a single overview of our entire estate. It's critical to the health of our entire estate and has helped us enhance the service we deliver for clients, enabling us to be more proactive and prioritise what we work on.
>
> Jonathan Walmsley,
> Solution Architect at SCC

> The situation at SCC is typical of what we find in the market today. Nine times out of ten customers already have a management platform in place but often this is unable to deliver the kind of service management their business needs, either due to a limitation of the software itself or because of a high operational overhead involved in customising a complex system. We were able to provide a convenient, all-in-one solution that met all of SCC's needs.
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> Justin Pounds – Business
> Development Director, Kedron UK

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In Partnership with:

KedronUK
Enterprise Management Solutions

Kedron UK recommended StableNet® Enterprise by Infosim, an innovative software solution for integrated IT management and business service assurance. Designed to address the operational and technical challenges of managing business-critical networks it is the only Operation System Support (OSS) solution to combine Service Fulfillment and Service Assurance.

Multiple data sources are utilised, integrating Fault Management (FM), Performance Management (PM) and Configuration Management (CMBD) on one single platform across network devices, applications, traffic, physical and virtual servers and IP telephony and video. This reduces capital and operational expenses while optimising the network's capacity and stability.

Key benefits include:

• Flexibility: built on a scalable architecture, StableNet® Enterprise is highly adaptable. With the ability to grow and expand according to customer requirements it offers a stable and versatile long-term solution.

• Visibility: StableNet® Enterprise utilises multiple data sources to deliver full performance reporting, fault and configuration management across network devices, applications, traffic, physical and virtual sources, IP telephony and video. This comprehensive approach means all critical business elements can be consolidated and accessed on just one screen, negating the requirement for multiple solutions and meaning there is no need for the customer to switch between systems.

• Automation: StableNet® Enterprise automates complex and time-consuming tasks, including measurements provisioning, reporting and root cause analysis (RCA). This high level of automation is achieved by a policy-based discovery and automation engine, as well as automatic RCA. In addition, thanks to StableNet® Enterprise, writing codes when a network changes is a thing of the past.

• Accessibility: by using StableNet® Enterprise, was able to design, install and configure a bespoke and comprehensive solution tailored to the needs of SCC. It also provided high-quality training and support to ensure SCC was able to maximise the benefits of the system from day one.

StableNet® Enterprise provides us with a comprehensive view of our network enabling us to track down issues, see operational trends, and generate reports. It's been such a successful addition to our network management approach that without it we would be severely limited in our ability to manage the network efficiently. It has also been adopted by the server team and our Datacentre Services team have started using StableNet® to manage our customer networks too. We have a very good working relationship with Kedron UK and see this continuing for many more years to come.

Gary Simpkins,
Network Manager at SCC

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