

NEC Unified Solutions

The Big Picture

Customer

NEC Unified Solutions

Challenge

Delivering superior configuration change management capability for new remote managed service offering

Solution

VoyenceControl

Benefits

- Increases efficiency and reduces costs by eliminating configuration change errors and decreasing the time needed for customer deployments
- Ensures effective resource management—the level of engineering experience used is appropriate for the task at hand
- Integrates with network management tool from EMC Smarts to expand visibility
- Provides ability to ensure and demonstrate compliance with corporate and regulatory requirements

Driven by customers' VoIP requirements, new remote managed service offering is enhanced by EMC VoyenceControl

A leader in the design, manufacture, service, and installation of communications systems, NEC Unified Solutions offers customers a broad range of communications choices, flexible platforms, and an open migration path to protect investments. NEC's solutions include data networks, IP and wireless communications, video solutions, network security, contact center applications, remote management services, and support and implementation services. The company serves the Fortune 1000 and additional customers throughout the Americas in industries such as education, finance, government, healthcare, hospitality, manufacturing, pharmaceutical, and utilities.

New product offering requires superior configuration change management capability

With a strong commitment to customer service as its foundation, NEC Unified Solutions is always looking for innovative new ways to meet their customers' evolving requirements, enhance the level and types of services they provide and ensure that customers realize the greatest return on their investments.

Among the most recent of these improvements is an expanded product offering—evolving from basic remote monitoring services to more comprehensive remote management services to meet the needs of customers consolidating their networks. “As customers are transitioning to more diverse environments—which may include VoIP, for example—they are looking for a more complete solution to meet their managed service requirements,” explains Lynn Brannen, NEC Unified Solutions' product manager for Remote Management Services.

An essential requirement of this new level of service—a superior way to manage configuration change.

“For many of our customers, managing change and configuration had been a largely manual process, which can be very awkward and time-consuming,” says Brannen. “We knew that to be really effective in our delivery of remote management services, we needed a structured methodology through which we could deliver configuration change management as an added benefit to our customers.”

“In addition to providing customers with services like a backup and audit trail of their configuration changes,” adds Vinod Muthuswamy, NEC Unified Solutions' director of Managed Services and Support, “we also wanted to have visibility into the status of configuration changes, so that if our customers experienced problems, we could isolate and resolve them quickly and easily. Our goal is always to minimize a customer's downtime.”

Automated configuration change management with VoyenceControl delivers increased efficiency and reduces cost overall

The answer for NEC Unified Solutions was EMC® VoyenceControl, which has enabled the company to streamline change and configuration management, including the design and deployment of new configurations and solutions.

“Today, we rely on VoyenceControl to support both the network design and configuration management aspects of our remote managed services,” Muthuswamy says. “VoyenceControl allows us to follow a defined process from design to deployment for implementing change, as well as to capture the changes made to the devices within a customer’s environment. With VoyenceControl, for example, we are able to upgrade the devices or software on the networks of multiple customers simultaneously—and automatically. We have complete control, and we have the ability to manage and audit the entire process, which allows us to look back if there is ever an issue.”

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Product Manager, Remote Management Services
NEC Unified Solutions

According to Muthuswamy, this capability is especially valuable when staging for deployment or adding new products to distribution—VoyenceControl can literally eliminate onsite installation services and manual activation processes. “In some other products on the market, the tools used for change retrieval or related audits for new devices were very cumbersome,” he says. “VoyenceControl is easy to use and the company offered more solutions at a very reasonable price.”

By using VoyenceControl to automate their change and configuration management tasks, NEC Unified Solutions is able to increase efficiency and decrease costs overall by eliminating standard change errors and reducing the time needed for customer deployments. “The ability to perform configuration change tasks automatically saves time,” Muthuswamy adds, “and we can be confident that we’re deploying appropriate human resources to match the level of difficulty of the job. In other words, we can now focus the right level of engineering on the right type of change, enabling us to manage our own workflow processes and significantly minimizing our cost of operations.”

Brannen points to VoyenceControl Virtual Design Workspace as something that delivers added value at the front-end. “Designing networks—especially those which blend the real-time characteristics of voice and the bandwidth requirements of data—is very complex,” he says, “and the ability to automate the design process in addition to the deployment process has allowed us to reduce the impact on IT resources.”

Muthuswamy sites the case of one of NEC Unified Solution's customers as an example. The customer was struggling to maintain the availability of its contact center, he explained, and needed to ensure optimum bandwidth on an ongoing basis. "With contact center outages as high as ten percent, this customer was confronted by declining satisfaction levels among their own customers," he says. "A high percentage of their network outages were caused by change, but managing change was a challenge with the resources they had. Since we have begun using VoyenceControl, contact center availability levels have increased to 99 or 100 percent and this customer is able to focus their existing personnel on areas of their core competency instead of troubleshooting."

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Director of Managed Services and Support
NEC Unified Solutions

Integration with tools from EMC Smarts offers added value

NEC Unified Solutions also benefits from VoyenceControl's ability to extend its network management capabilities to encompass other management applications. With VoyenceControl's integrations, NEC Unified Solutions can instantly notify its network management applications when configuration changes are made. "One of the most valuable aspects of VoyenceControl from our perspective is the ability to integrate the solution into our other tool sets," Brannen says. "This really gives us seamless interoperability with our other network management tools, in this case, from EMC Smarts."

By integrating VoyenceControl with EMC Smarts®, NEC Unified Solutions has expanded visibility into their IT infrastructure, enabling them to understand how network configuration changes affect the delivery of new services—speeding mean-time-to-repair and maximizing IT availability—before business services are affected.

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Ensuring compliance with corporate policies and government regulations

In addition to complying with their own existing corporate policies, organizations in all markets are now confronted by a range of new compliance requirements from government regulators—and NEC Unified Solutions and the customers it serves are no exception.

With the capabilities inherent in VoyenceControl, NEC Unified Solutions is equipped to help their customers easily prove that they meet all required standards and that defined policies are in place and active at any point in time—even across disparate devices. Plus, with VoyenceControl, they will be able to monitor compliance on their own network and on customer networks consistently. “Clearly, ensuring compliance is an important concern for our customers, and many of our customers are looking for direction and asking for our help to facilitate meeting new compliance requirements,” Brannen says. “With VoyenceControl we are working to expand our product offerings and develop the capability to provide our customers with the tools they need, such as an audit trail of configuration changes or reports to demonstrate compliance. We’re also using VoyenceControl to ensure that we meet our own internal compliance requirements to protect the interests of our customers.”



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