Helped a large SI save about $1 million on IBM Netcool & TNCM implementation

Our partner is a large multi-billion dollars, public listed, system integrator with strengths pre-dominantly engineering and construction. They pick up complete projects for building refineries, power plants, docks etc. from more than 50 countries. As part of these projects they do the installation of field devices, SCADA systems, IT systems, network management systems etc.

The SI had picked up an order from a defense establishment for setting up command control centers across more than 50 locations in the country by modernizing existing set-ups or building new ones. This included civil construction, laying of cables, setting up the radars and avionics etc.

Company Overview

Customer has more than **50000** professionals spread across the globe.

It operates in over **50** countries worldwide

Our customer ranked **9th**, the most innovative company in a global study.

IT Environment

Network equipment from multiple vendors across multiple generations from the year 2000.

Most locations had only a file server and end user devices.

DC/DR for core applications.

CHALLENGES

Missing standard communication protocols.

SI did not have people who understood how device drivers and probes are written.

Less TNCM resources available globally.

SOLUTIONS

Wrote device drivers so that MIB information can be captured.

Created change management processes.

Incorporated everything into the TNCM solution.

IMPACT

Better security - no one can change the configuration of the network device at field level.

Multiple copies created- one at the DC, one at the DR and one for offsite vaulting.

SI saved $1 million on replacing of 6000 older generation devices.

Case Study | Implementation Services

HELPED A LARGE SI SAVE ABOUT $1 MILLION ON IBM NETCOOL & TNCM IMPLEMENTATION

The customer had network equipment from multiple vendors across multiple generations from the year 2000. The customer wanted to set up a golden configuration which could not be tampered with at the field level so that any kind of sabotage can be avoided.

To achieve this objective, they had procured the IBM Netcool family and the customer intended to execute these products using their own IT delivery team.

CHOOSING THE RIGHT SOLUTION AND MEETING THE DEADLINES

DCM has an extremely strong practice across the IBM Netcool family of products. We have a history of being in the writing device drivers in the network space since we had IPs on all the major networking protocols - from X.25 to Wi-Fi to WiMax, USB2.0 and Bluetooth.

Due to this we were able to figure out two way communications with the old network devices by building device drivers and using MIBs being sent by these devices. This helped in being able to get the 6000 older generation devices to communicate with the central TNCM console.

It was a complex project because of the variety of network devices from routers and switches to DSLMs etc. which needed to communicate via a single user console at the central location. The TNCM helped in being able to configure a golden rule for the devices and then build the workflow in case someone tries to tamper without a proper change approval.

The customer has now got a secure "golden rule" based system for all their network devices and has a complete view across all locations in the country and across all products of all generations.

The environment is now so secure so that no one can override the configuration at the field level and all changes are time stamped along with the complete change management process implemented.

The SI saved $1 million on replacing of 6000 older generation devices.