

Energis Communications Ltd.

The needs of a service provider are beyond demanding. Whether the service provider is the IT department within a large organization or a separate entity serving a multitude of individual customers, the need to provide access, integration, security, and support for a variety of products – over a variety of connections – is a business-critical must.



The Challenge

One such service provider is Energis, a large UK-based ISP that serves as host to more than 20,000 commercial websites.

Energis wanted to provide a more personalized and efficient way to give its customers service and performance information. Energis already had in place a variety of best-of-breed systems management tools and platforms, each of which provided information on availability, capacity, performance, and more. The goal was to bring this information together and present the information to customers through a single, standardized interface.

With a single point of access to all the underlying data, Energis' end-users would be able to receive detailed information about their own systems without having to "touch" any individual application.

The challenge was finding a product that provided straightforward integration among systems management tools and agents, primarily among a variety of Micromuse Netcool offerings – specifically Webtop, ISM, and Reporter – as well as BMC Software Co. service software and other home-grown applications.

An additional challenge was time to market. Energis was already providing monthly service reports to customers. However, Energis service managers were spending days manually collating information from numerous systems. Standardized reporting would not only meet customer expectations and requirements, it would significantly reduce operational overhead associated with producing monthly service reports.

Energis needed a vendor-independent offering that it could get up and running in as little time as possible.

The Solution

Energis could either build the solution in-house, or buy an existing product.

It was quickly decided that building a product in-house would take too long. The company proceeded to look at integration/portal products from Oracle, BEA, Microsoft (SharePoint), and Edge Technologies, Inc.

The ISP chose Edge Technologies' enPortal – which was up and running, with all products integrated, in just over a month.

// Our customers now have greater visibility of their system performance, enabling them to capacity plan better, identify over-utilized devices, etc. The benefit is greater customer satisfaction, reduced customer churn, and increased value. //

Tim Appleyard
Product Manager
Energis

Why Edge? According to the Energis, none of the other products provided out-of-the-box integration with the necessary system management tools. enPortal was able to integrate the Netcool products with Product Integration Modules (PIMs). Edge also offers PIMs for a wide variety of additional third-party applications including Concord eHealth, HP OpenView, InfoVista Vista Portal, Remedy AR System, and more.

The BMC and home-grown applications were integrated with Edge's Content Retrieval System (CRS). CRS integrates back-end applications with no change to software or configuration. enPortal's CRS capabilities are unique. In addition to facilitating integration of third-party applications, the CRS enables single sign-on, bi-directional content filtering/modification, and proxying of multiple third-party products simultaneously through a single firewall port.

The Benefits

With enPortal up and running, the ISP is meeting customer demands head-on – and is doing so with minimal integration time and minimal cost.

"We are now reporting server capacity, utilization, and availability information to our customers – information that could not be made available previously," said Tim Appleyard, Product Manager at Energis. "Our customers now have greater visibility of their system performance, enabling them to capacity plan better, identify over-utilized devices, etc.

"The benefit is greater customer satisfaction, reduced customer churn, and increased value," Appleyard said.

The cost savings will also continue. With the initial investment in enPortal, the ISP now has the ability to offer the same secure, single sign-on based solution to new customers as they sign on to Energis services. And because enPortal is vendor-independent, it can easily integrate any variety of applications that any Energis customer might request – quickly and easily.

About Edge

Founded in 1993, Edge has more than 12 years of experience providing leading-edge products and services to many of the world's most secure network infrastructures. Edge's core management and technical team, which has led the company since its inception, developed the company's flagship offering – enPortal – years ahead of competitive offerings. enPortal was borne out of Edge N-Vision™, the first real-time Java-based web-enablement tool for HP OpenView.

Fortune 500 companies, Managed Service Providers, and the United States Federal Government – including the Department of Defense – have chosen enPortal to run their operations. For more information on how enPortal can enhance your operations, or for a personal demonstration, please visit www.edge-technologies.com, or call 1-888-771-3343 today!

