

NNT Change and Configuration Management Case Study: ACAS

ACAS SELECT NNT FOR COMPREHENSIVE END TO END IT SERVICE DELIVERY MANAGEMENT SOLUTIONS

Acas, the UK's leading Employment Advisory Council, has adopted the NNT Operation Centre™ Suite to provide a complete IT Performance, Security, Change, Configuration and Compliance Management solution for the entire IT infrastructure.

"The solution from NNT provides us with an affordable solution that covers all of our IT Infrastructure Management needs" said Brian Grundy, Capacity Manager at Acas. He went on to say – *"To deliver what NNT provides using some vendors we looked at would have run into hundreds of thousands of pounds. The NNT Solution is fully provisioned at a fraction of the price we were quoted."*

NNT combines the provision of software with the NNT Service Assurance/ITLink program. This provides a pro-active support option with an ITIL qualified consultant on site once a quarter to make sure all management systems are properly configured and that the customer is running the most appropriate versions for their requirements. All work carried out is fully documented and a complete knowledge base provided including up to date manuals, training notes and process descriptions.

"What makes the solution ideal for us" said Jean Harvie – Head of ICT Services at Acas *"is that it's very affordable and provides all the disciplines we require to effectively and efficiently manage our entire infrastructure. This combined with the Service Assurance program means we are able to spread the cost over 3 years and NNT underwrites our ability to ensure we get full use and value from our investment."*

NNT Operations Centre™ provides everything needed to manage and deliver consistently good IT Service Delivery. The package provides a web dashboard, giving 'at a glance' network health, and ensuring the entire IT enterprise is compliant with defined internal and external policy.

Service Assurance/IT Link™ bridges any potential skills gap by ensuring skilled resource is regularly available on-site to ensure Operations Centre™ is always delivering maximum value to the organization. Service Assurance/IT Link™ gives your organization skilled and experienced Service Delivery Management resource to compliment your in house team and guarantees your infrastructure will always be maintained to a healthy and effective state.

KEY FACTS

- > Acas stands for Advisory, Conciliation and Arbitration Service
- > Acas provide information, advice, training and a range of services working with employers and employees to prevent or resolve problems and improve performance
- > Predominantly funded by the Department for Business, Enterprise and Regulatory Reform (BERR), Acas is a non-departmental body, governed by an independent Council
- > Acas has become a household name, being linked in the media with high-profile delegations, including the National Coal Board and the National Union of Miners during the miners' strike of 1984
- > NNT have implemented a comprehensive network fault and performance management solution
- > NNT solution covers entire WAN and LAN management, provided as part of a Service Assurance / IT Link™ package, delivering regular consultancy services to ensure the solution is always up to date and optimized

About NNT

New Net Technologies (NNT) is the leading provider of Secure Ops, which leverages security through System Integrity along with Intelligent Closed Loop Change Control, focused on helping organizations reduce their security risk, increase service availability and achieve continuous compliance. NNT delivers its Secure Ops suite by combining: System Configuration Hardening, Closed Loop Change Control, Vulnerability Management and Event Log Management. These core security disciplines are defined by the SANS Institute as the essential Critical Security Controls for any cyber security initiative. W: www.newnettechnologies.com E: info@nntws.com



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