

NNT Change & Configuration Management Case Study: Arqiva

LEADING TELCO & WIRELESS PROVIDER REPLACES CISCO WORKS™ WITH LOWER-COST SOFTWARE FROM NNT

THE CLIENT

The credit crunch and looming recession is forcing every business, large and small, to closely examine the value for money it gets from every IT software and hardware asset.

One example of this is a large UK & USA-based broadcast, Telco & Wireless Provider, Arqiva, who decommissioned Cisco Works in favor of Change Tracker Gen7 R2 from New Net Technologies (NNT).

MORE AT MUCH LESS COST

Ian Neil - Network Manager for Arqiva said: *"We found we could achieve more by using NNT because the software cost is much lower and the solution is not 'vendor specific'. Put simply, it does a better job than Cisco Works because Cisco Works mainly handles Cisco devices when it comes to configuration back up for change/event tracking. Our network, like most, comprises many other vendors' devices, such as firewalls and other appliances.*

Change Tracker Gen7 R2 allows us to backup all of our device configurations and alert us when anything changes on our Servers, Network Devices and even Workstations, helping us to retain a 'known, available and compliant state' for our entire IT service delivery infrastructure".

Using NNT's Swap-Out Program, the NNT solution ended up costing less than the ongoing annual support charge for Cisco Works, providing an immediate Return on Investment and hard cost saving on Operational Expense.

REDUCED COST BUT NO COMPROMISE ON RELIABILITY AND COMPLIANCE

Mark Kerrison - CEO of NNT said: *"Organizations these days have no choice but to consider very seriously all options when it comes to reducing the ongoing cost of Operations Management Software. At NNT, our assertion is that we can provide 80% of the features of the main brand competitors for less than 20% of the cost whilst*

delivering 100% of the features that are actually required and used by IT professionals to deliver reliable, compliant IT services to support their operations. In this instance we replaced CiscoWorks but it could just as easily have been one of the other major competitors such as OpenView, Spectrum, Tivoli, Patrol and UniCenter if it's here we are targeting our efforts!"

BE WARY OF 'FREWARE' AND 'OPEN SOURCE' ALTERNATIVES

Kerrison continued, *"The NNT Swap-Out program came about in response to one customer who was considering using Open Source monitoring tools as a way of saving money. However, even with 'free' Shareware there is a cost of support to be factored in. Furthermore, for mission critical services, there is always that nagging doubt over ownership and version integrity. We know of a number of cases where the so called 'freeware' solution quickly became an expensive chargeable item, either because the customer increased the number of items being managed or the vendor decided to change the terms of license. At NNT we offer a 'fixed charge' licensing program, guaranteed to remain consistent at a fraction of the market norm. The fact is there's just no need for software prices to be as high as they are and you don't have to resort to freeware to eliminate that pain."*

KEY FACTS - ARQIVA

- ▶ Provides transmission for all UK terrestrial TV broadcasters, including the new networks being built for the Digital Switch Over, together with Satellite and Wireless Divisions
- ▶ National Grid sold off Wireless Division for £2.5B in 2007, and the company has now been re-branded Arqiva
- ▶ Change Tracker Gen7 R2 is designed to manage and protect the performance, configuration and compliance for all configurable items including Network Devices, Applications, Servers, Virtual Machines, Database and PCs

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](http://www.newnettechnologies.com) [E: info@nntws.com](mailto:info@nntws.com)