



NNT SERVICE ASSURANCE CASE STUDY

KEY FACTS - SERVICE ASSURANCE

- ▶ Project delivers an average performance improvement to key application response times of 500%
- ▶ Initial forensic Network Health-check at key LAN sites focussed on 'user experience' of key applications using packet analysis. Immediate configuration issues and faults identified and rectified
- ▶ WAN analysis conducted using net-flow probes to establish WAN Traffic baseline, comprising application breakdown, heaviest conversations and overall utilisation
- ▶ WAN acceleration appliances implemented and tuned to reflect observed traffic profiles - Windows Terminal Server, Web and IP Telephony requires carefully optimised configuration to maximise performance
- ▶ Performance Reporting Dashboard implemented to record network activity and provide long-term trend information on which to base planning for future capacity requirements
- ▶ Service Assurance Programme ensures that performance remains optimised and any future application performance issues are eliminated before they affect business operations

NATIONWIDE HEALTH CARE PROVIDER CHOOSE NNT TO CONTINUALLY OPTIMISE APPLICATION PERFORMANCE

The challenges faced by this NNT client will be familiar to most multi-site organisations - the network is slow, application performance varies from day-to-day and Users complain of poor network performance affecting business services.

To further complicate the situation, the Wide Area Network is a managed MPLS service, the Data Centre is hosted by a different 3rd party and the LAN and IP Telephony infrastructure implemented and supported by a further different vendor.

The client found themselves with very little visibility of the WAN and a growing number of problems on the LAN. Worse still, they had very little budget to fix the problems.

That's where NNT Service Assurance comes in. NNT Service Assurance is a proven mix of IT consultancy and tools to resolve prevailing problems and keep the infrastructure healthy. We combine a unique blend of consultancy, analysis and management tools that allow us to guarantee the identification of problem areas. We have been delivering this service and helping customers in this way for over 10 years. Our skills transfer program, which is a big part of the Service Assurance Program, underwrites your ability to keep the infrastructure in check long after we have left site. Our unique pricing and licensing terms means that you can get started with Service assurance for a minimal initial investment as low as £1,250.00 or spread payments over monthly or quarterly periods to ensure capital outlay is kept to an absolute minimum. We also offer a 'no gain no fee' guarantee so there really is no reason not to put us to the test.

"We tried HP, Cisco and our own internal resource to fix this problem. It wasn't until we deployed NNT Service Assurance that we finally nailed it. I'd recommend NNT and Service Assurance to anyone!" Kerman Jasavala St. Georges NHS

Typically a Service Assurance engagement will comprise an initial period of analysis and health check reporting. This is followed with a series of pro-active and quick response services designed to complement the existing IT team resources. The initial health check will identify the immediate areas to fix with advice and help in resolving them. Optionally this can be followed up with a set of Service Assurance visits designed to ensure your team has the tools and skills at hand to manage ongoing issues.

We have a 100% record of complete satisfaction and actively encourage you to ask us to put you in touch with any number of our existing customers for reference. Don't delay - Service Assurance could be the kick start you need to finally put the infrastructure back on its feet with the process and skills available to keep it that way.

CONTACT US ON 08456 585 005 AND ASK FOR THE SERVICE ASSURANCE TEAM

www.newnettechnologies.com

About NNT

NNT build the world's best solutions for compliance auditing, tracking and managing change, protecting users, maintaining system performance and ensuring availability across the entire enterprise. Understanding and managing the day to day changes within your environment is critical to establishing and maintaining reliable service. NNT solutions are affordable and easy to use.

NNT help you establish and maintain a 'known and compliant' state for your IT systems. Including: PC, Network, Software, Host Machine and Database.

