We are all becoming increasingly reliant on communication technologies in both our professional and personal lives. Businesses, governments and individuals are increasingly dependent on network capacity and service quality for fulfilling their day-to-day duties – from processing transactions and delivering services to communicating with friends and family.

Over the next few years, as businesses and governments make moves into the Cloud, demand on communication networks is expected to accelerate further. Coupled with growing demands from consumer online gaming, IP-TV and video streaming, the telecommunications industry faces some considerable challenges.

Objective
Implement an automated network management solution to improve customer service on an increasingly complex network

Approach
Purchased HP Automated Network Management solution having identified potential benefits from short trials. Was confident of a technically advanced, yet cost-efficient solution in HP Operations Manager after putting a further project out to competitive tender

IT improvements
• Established alerting mechanisms, reducing false alarms by 70 per cent and incidents by 25 per cent
• Provided an up-to-date network topology, reducing time to identify incident root cause by 50 per cent
• Automated network configuration, reducing time spent by 80 per cent and configuration management problems to zero

Business benefits
• Improved network availability, increasing customer satisfaction levels
• Reduced technicians needed for network monitoring from nine to four, saving time and money, enabling technicians to be redeployed on higher-value tasks

“HP Automated Network Management tools have made it considerably easier for us to monitor and manage our increasingly complex network. We now have the reliable, always-on network that our customers demand.”
—Juan Luis Ruiz Buján, broadband department manager, Retegal

Retegal expands its network with HP intelligent monitoring

HP customer case study
An important telecom provider relies on HP Automated Network Management software to ensure its increasingly complex network is managed efficiently and cost-effectively

Industry
Telecommunications

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Like other telecommunication providers, Retegal’s primary focus was on increasing the capacity and reliability of its network. But this publicly owned company servicing the Autonomous Community of Galicia in North-Western Spain was facing additional challenges: its diversification into data, cable, radio, TV and mobile networks had left it with so many different infrastructures that network management was suffering.

IT urgently needed to implement a smart and cost-efficient solution for managing Retegal’s network. The freeware solution IT had been using for some time could no longer collate the data from the growing number of network devices, leaving IT blind to what was happening across the network.

“Our network is growing fast and we have diversified,” reveals Juan Luis Ruiz Buján, broadband department manager, Retegal. “Currently, new devices added to the network are experiencing, on average, growth of 15 per cent per annum, but in some instances it has spiked to around 40 per cent. We needed to find a solution to help us manage this growing number of devices.”

Directly identifying the source of incidents

In order to reduce the time invested in repairing the network and its 1,700 devices, Retegal needed a tool to manage alerts and faults. A public tender process was set up. HP presented the most advantageous offer with its HP Network Node Manager i (NNMi) software, part of the HP Automated Network Management Suite. Thanks to the HP NNMI software, Retegal did not only achieve a substantial 50 per cent reduction in the time dedicated to identifying incidents, but it also reduced the number of false alarms by 70 per cent. On seeing such spectacular results, Retegal were quick to adopt HP NNMI.

“When we have a critical incident we need to solve it very quickly. Time is of the essence and, thanks to this new solution, we have been able to resolve incidents very quickly,” explains Buján. “Previously, when we had an issue on the equipment, one of the alarms would be raised and the technicians had to go and find the cause manually. I remember one occasion when six technicians had to go out and try to find the cause of an incident. They had to travel a great distance at a great cost in terms of both time and money.

“With HP NNMI, the identification of the problem is very fast and very direct. We just need one technician in the office to directly identify the cause of an incident.”

Proactive monitoring reduces outages by 25 per cent

Highly configurable alarms ensure that IT can resolve impending problems before they affect customers. “When an alarm is raised, technicians can work on the issue before anything happens – like the network going down,” reveals Buján. “We have reduced the number of outages by 25 per cent and because of this Retegal can offer a better service to its customers, improving customer satisfaction.”

Automation drives out configuration errors

Today, Retegal is confident that the 50 configuration changes it makes to its network each week are error-free. A year after acquiring the HP NNMI, Retegal needed a technology that would automate time consuming tasks such as the configuration of network devices or compliance monitoring. Retegal set up a new public tender process which led to them acquiring HP Network Automation.
“Previously the network device configurations were not stored anywhere. When a configuration needed to be changed, the technicians did not know what the latest configuration was. It was confusing and this led to misunderstandings,” recalls Buján.

“Today we archive previous setups and we can check that policies have been implemented on each device. HP Network Automation offers the technicians the latest configuration for each device enabling them to work with the certainty that the configurations are clearly defined.”

A technically advanced yet cost-efficient solution
Retegal opened a public tender for the acquisition of a management system for its new monitoring centre. Already a very satisfied customer of HP, Retegal chose HP Operations Manager, confident that the solution would be technically advanced yet cost-efficient. “Our previous experience with HP was very good,” says Buján. “We felt confident working with them again.”

The HP Operations Manager software interacts with HP NNMi ensuring that, in the event of an incident, technicians are provided with details of the incident and which devices need attention to resolve it.

Saving time and money
HP NNMi has enabled Retegal to reduce the number of people needed to manage and monitor its network – over half have been redeployed – and HP Network Automation has enabled Retegal to reduce the time required to configure groups of network devices by a considerable 80 per cent.

“With HP Automated Network Management and HP Operations Manager we have found tools which make it easier for our employees to work effectively,” Buján concludes. “This has enabled us to offer a better service to our customers.”

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