



MITSUBISHI MOTORS

Organization

Mitsubishi Motors North America

Industry

Automotive Sales and Distribution

Location

Cypress, CA

Applications

Network Management
Performance Monitoring
Flow Management
IP Telephony Monitoring
Availability Monitoring
Fault Alerting

Netreo Products

OmniCenter® Pro™
OmniCenter® Flow™
OmniCenter® Voice™
OmniCenter® Virtualization Visualizer™
OmniCenter® Web ART™

“Netreo understands the realities of a multi-vendor environment, and they have taken extra steps to consolidate everything we need so we don’t have to run multiple, incompatible management tools on dozens of different devices. We have great confidence in OmniCenter to cost-efficiently monitor and manage our entire data network and IP voice environment.”

Jefferson Jih

Manager, Local Area Networks
Mitsubishi Motors North America

OMNICENTER® SUITE DELIVERS END-TO-END NETWORK, FLOW, APPLICATIONS AND VOIP MANAGEMENT FOR MITSUBISHI MOTORS NORTH AMERICA

Centralized Management = Reduced Complexity

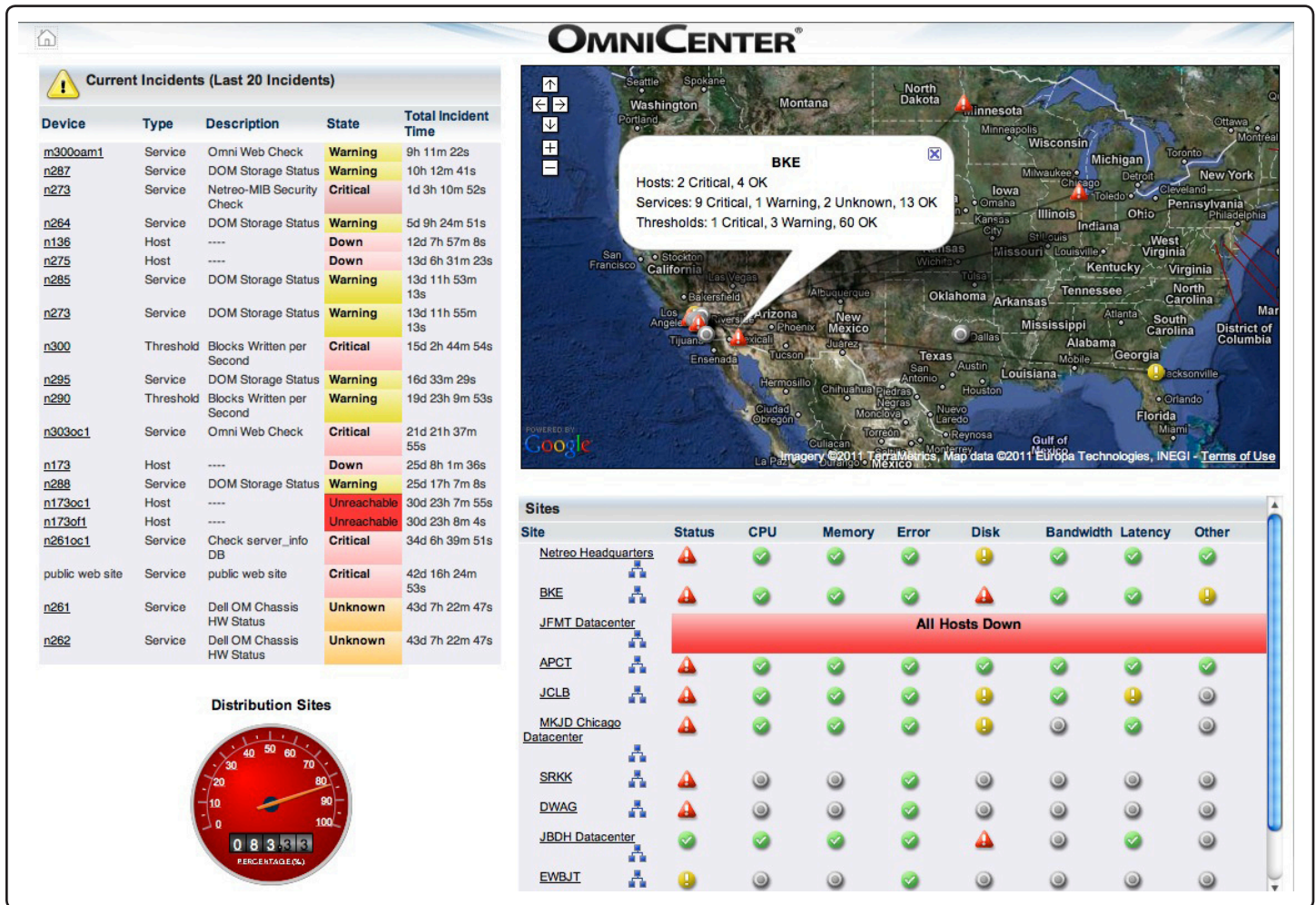
Innovative design, performance and durability have given Mitsubishi Motors North America (MMNA) a strong edge in a highly competitive marketplace since they started doing business in the United States in 1981. The company is fast becoming a leader in pure electric vehicles (EVs) with the introduction of its affordable, eco-friendly, 100% electric Mitsubishi i®. MMNA’s distinctive attributes go beyond the sleek and sporty automobiles they create and permeate every area of the company including their approach to managing the internal IT infrastructure.

Keeping all the applications, networks and systems humming like finely tuned engines is priority one for Jefferson Jih, Manager of Local Area Networks for MMNA. For nearly a decade, Jih and his colleagues have relied on the OmniCenter Suite as a mission-critical management resource.

“There are two key reasons why we have continued to use OmniCenter all these years,” Jih explained. “First of all, OmniCenter delivers end-to-end visibility on a single pane of glass, consolidating management and monitoring functions within our complex, multi-vendor environment. Second, we know we can count on Netreo to consistently and reliably deliver the exceptional IT management tools and services that we need. They have served us as trusted advisors for many years in maintaining the quality of our networks and systems.”

MMNA tried several other management tools in the past, but network administrators found that the affordability, depth of information provided and centralized management approach of OmniCenter offered major advantages.

“Those other products lacked the centralization, simplicity and cost efficiency of OmniCenter, so we stopped using them in favor of OmniCenter,” Jih reported. “Some of them required additional software agents for each vendor solution. None of them came close to OmniCenter’s depth of visibility. We now use the full suite of OmniCenter solutions to monitor our infrastructure, including hardware, applications, networks and our large Voice over IP system. OmniCenter has proven to be the best solution for us.”



Getting More Done With Fewer Resources

As MMNA's business and its networks have grown and expanded throughout the U.S., Canada, and Puerto Rico, the existing IT staff has had to work smarter to meet higher business-driven demands.

"With the OmniCenter suite, we are able to continue managing all aspects of our growing enterprise, including application and performance monitoring as well as our voice network, without having to add staff members or more physical servers," Jih added. "The agentless and clientless approach of OmniCenter makes a larger network more easily manageable."

The OmniCenter-powered IT management center at MMNA lets one administrator on a single screen maintain visibility across the entire continent at a glance. With proactive alert settings, network managers can receive updates in real time, from any location, when issues arise that need immediate attention.

Keeping Performance in Check

The depth and complexity of Mitsubishi Motors North America's networks recently dictated a move from frame relay to an MPLS network. MPLS technology delivers handsome cost benefits and better applicability to multi-vendor, multi-protocol environments. From a traffic management perspective, MPLS has significant advantages due to its broader scope and greater scalability. But without the proper tools, there can sometimes be performance and visibility issues.

"Our previous network management systems were much more limited when it came to performance management, because they weren't centralized. OmniCenter combines network and device usage and traffic management. We are able to access logs easily, so we can go back and analyze patterns to see what's happening with any device at any time.

Whenever there's a problem—if server space is reaching capacity for example—OmniCenter alerts the responsible party and advises them to take specific action. If we need to troubleshoot an issue, we can always track it down easily with OmniCenter," Jih said.

OmniCenter enables MMNA to take full advantage of MPLS multiprotocol switching and realize all of the potential cost benefits, while mitigating performance and visibility issues that sometimes result from MPLS deployments.

VoIP Call Quality Tracking

Like many prominent companies, Mitsubishi Motors North America has migrated to Voice over IP for much of its extended enterprise, which gives the company more flexibility on their voice network, more call features and lower costs for worldwide calling.

"We now have about 600 people using our North American VoIP system, with all calls continuously monitored for quality by OmniCenter® Voice™. OmniCenter informs us proactively if there are any issues with switches and routers that could affect voice quality and also watches our telecommunications lines for the proper levels of service," Jih revealed.

When implemented in an appropriate network and with enough bandwidth and adequate monitoring, VoIP provides call quality equal to the public switched telephone network (PSTN). Call quality is essential to day-to-day business and OmniCenter Voice ensures that call quality is consistent and reliable.

Virtualization and Web Optimization

MMNA recently added Neteo's Virtualization Visualizer™, one of the newer components of the OmniCenter Suite, to manage VMWare implementations and extract the greatest possible ROI from their virtual environment. This assists administrators with capacity planning and more effective optimization of each physical server to prevent over-provisioning and eliminate the wasted expense of server underutilization. It also enables more flexible management and greater visibility into the company's virtual environment.

MMNA is leveraging the OmniCenter Web Application Response Time module (OmniCenter® Web ART™) to ensure that every user throughout the enterprise is getting the best experience possible with hosted applications and enterprise Internet services.

"There's no reason for us to use anything else," said Jih. "OmniCenter gives us more information and better visibility than any other toolset we evaluated, at a lower cost and with easier administration."

Mitsubishi i 100% electric vehicle



“OmniCenter is truly designed for the enterprise. Not only does it scale beautifully, it overcomes many of the limitations we’ve seen with other management tools that just don’t have the same reach and visibility.”

“Netreo is more than just a provider of monitoring solutions, they are a trusted partner in helping us manage our entire infrastructure.”

“OmniCenter is incredibly efficient. Because there are no software clients or agents, we don’t have to worry about performance hits. Without having to worry about installing agents on each individual system, our administrative overhead is kept to a minimum.”

OmniCenter Benefits to the Enterprise

- *OmniCenter’s centralized approach to monitoring provides a single tool and a single view across the entire infrastructure.*
- *Proactive management allows network administrators to spot issues before they become problems, and troubleshoot them effectively.*
- *The total cost of ownership for OmniCenter is significantly less than other enterprise class network management solutions.*
- *OmniCenter Voice constantly monitors the quality of service of the VoIP network to make sure employees never miss a call or experience poor call quality.*
- *With a single view, managers can see all devices on the network at once, easily tracking performance parameters, network flow and Web applications.*
- *OmniCenter optimizes the virtual server environment by monitoring VMWare and ensuring the best usage of each physical server.*
- *Web application monitoring helps improve performance, identify potential network bottlenecks and deliver the best performance possible for each end user.*
- *The agentless and clientless approach of OmniCenter means it doesn’t consume significant resources, no matter how large a network scales.*



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