



## Global Electronics Company Deploys the OmniCenter Suite for a Single Consolidated View of Worldwide Networks, Enterprise Applications and IP Telephony

**FORTUNE**  
Global 500 Company

“ I asked myself, ‘What would OpenView or Tivoli do for me that Netreo OmniCenter doesn’t do?’ Hmm. I can’t think of anything. At least, nothing critical. OmniCenter provides us equal or better performance - certainly at a much better value point - and we are very, very pleased with it. ”

— IT and Networking Manager  
Global Electronics Company

### Organization

FORTUNE Global 500 Company

### Industry

Electronics, Industrial, Consumer

### Location

Manufacturing, Distribution and Sales Offices on Six Continents

### Applications

Fault Monitoring  
Network Management  
Performance Monitoring  
VOIP Telephony Monitoring  
Applications Response Monitoring  
Network Flow Management  
Metrics Reporting

### Netreo Products

OmniCenter® Pro  
OmniCenter® Flow  
OmniCenter® Voice  
OmniCenter® Application Response Time Module

### > Redefining IT Management Around the World

This is the story of a global business unit within one of the 10 largest electronics manufacturers in the world. Representatives of the company have asked that the company name not be published.

Several years ago, the firm was using a mixture of uncoordinated tools and open source software to monitor its networks, servers, routers, enterprise applications and telephony systems.

"We're a multi-billion dollar company many times over," explained the division's manager for IT and networking. "And let's just say that our monitoring was not up to the caliber that one would expect for an organization of our industry position."

The division has a specialized product line with manufacturing facilities, sales offices, service teams, distribution centers and customers throughout the U.S. and in every major developed country on six continents.

"We had critical components failing that we didn't know about until it was too late to do anything preventative. We had servers going down, email system outages, disk space running out, bandwidth dropping below usable levels and severe network performance issues that lingered on and on because we had no good way to pinpoint where the problems were emanating from."

Network downtime, customer impact and potential revenue loss were all a concern.

"One day before I worked at the company, one of the file share servers crashed and impacted our headquarters facility for three or four days before a new server could be installed and the backups restored. The worst part of this incident was that a number of important customer files were inaccessible, and that sent some of our home office executives into a panic."

The situation required a rapidly-deployable, highly cost-effective solution.

### > OmniCenter Vs. Goliath Solutions

"When I came on board, I urged management to implement an effective, enterprise-level monitoring system. I had about five years experience using HP OpenView and maybe three years of experience with IBM Tivoli. I knew that they both require a lot more time to install than we could afford to wait. Our finance people wanted something reasonably priced that gave us a good value on the dollar. We calculated that OmniCenter was less than one-fifth the cost of those others," the manager said.

The company decided that OmniCenter was the right fit and the right choice.

"With OpenView and Tivoli we'd have to bring in an outside contractor to figure out how to do the configuration and set it up to do what we needed to do – and that can become a never-ending process. Installing OmniCenter is much more straightforward. With a little training, we could do it all ourselves from installation to long-term operation."

The manager found OmniCenter "extremely easy" to implement.

"We were online within a few days – it was very quick. Then it was just a matter of configuring the devices and tweaking the thresholds, and that took less than two weeks to complete."

### > Consolidated Global Visibility

Today, the company is using OmniCenter Pro and OmniCenter Flow to monitor and analyze its MPLS network, international circuits and many of the devices connected to those networks.

"Our primary objective with OmniCenter was to get one global picture of our environment worldwide in a single consolidated view so that we didn't have a disparate set of tools that presented information in different ways. We now have a much better understanding of our environment because of the visibility we get from OmniCenter," he said.

Another key OmniCenter function for the company is enterprise applications monitoring, reporting and analysis.

"Because of our size and scale, we own and use many different applications in different locations around the world. Name a major manufacturing, ERP, finance, business intelligence, database, sales or customer application and we probably have it somewhere."

The OmniCenter Application Response Time Monitoring module provides reports and metrics to support root-cause analysis, historical availability and detailed application performance profiling. It can significantly reduce enterprise support costs and identify bottlenecks in the user experience.

### > Proactive Network Management

"OmniCenter makes us proactive, and we certainly weren't that way before. We used to say, 'Oh shoot, something's broken. Hurry up and find someone to get out there and fix it.' Now, instead we anticipate problems and usually resolve them before one of our customers calls to complain."

The OmniCenter Flow module enables administrators to continuously monitor bandwidth utilization in real time and tweak and tune parameters on the fly.

"We installed several large plasma screens in our operations center that are dedicated full time to OmniCenter. We have all of our thresholds set and if we see anything turning yellow, we start paying close attention. If we see a red alert, we spring into action. A classic example is disc space utilization. We can monitor disc space on servers and drives. When they start filling up, we can move files, delete files or do whatever is necessary. We can view bandwidth utilization and latency and if something doesn't look right, we can take immediate steps to resolve it."

The company leverages OmniCenter's reporting functions to the maximum.

"We're very conscientious about analyzing OmniCenter metrics on a regular basis to make sure that our networks are operating at peak efficiency. We closely monitor our network utilization, and we combine OmniCenter with some third party optimization appliances to reduce congestion and latency, which ultimately lowers our costs. OmniCenter metrics give us a more accurate picture of how well our networks are running and what we can do to improve performance," he said.

The optimization appliances produced a 3x increase in bandwidth utilization, and OmniCenter documented that by displaying before and after performance metrics. This helped the company cost-justify the appliances.

### > Low Operating Costs, Exceptional ROI

The total cost of ownership for OmniCenter fits easily into the company's recently adjusted IT budget. OmniCenter license fees were offset by lower system and applications costs across the company, to the degree that OmniCenter paid for itself in about nine months, the IT manager estimated.

"There's no maintenance for us to do, since it's essentially a Software as a Service. Netro's support team remotely installs and manages all of the updates. Despite the multi-billion dollar size of our company, I have a relatively small IT shop, and I don't have any people to dedicate to this," the manager added. "So, OmniCenter really is the ideal solution for us."

The manager gives high marks to Netro's professional services team.

"We're extremely satisfied with the support we get from the technical folks at Netro. One of the advantages of working with a smaller company like Netro is that we tend to be more of a partner with them than a customer. They have been really top-notch with us. Their attitude is always 100 percent *can do*."



“We’re using the OmniCenter Voice module to see a continual overview of our Cisco IP telephony resources and all of our IP voice traffic so that we can maintain call quality and guard against bottlenecks, jitter and other network issues.”

“This is another example of deep and detailed visibility that lets us see problems and fix them before our users notice that anything is wrong.”

[www.netreo.com](http://www.netreo.com)

**World Headquarters**  
 Netreo, Incorporated  
 9 Cushing, Suite 150  
 Irvine, California 92618  
 Tel: +1.949.769.5700  
 Fax: +1.949.221.0793



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## > OmniCenter Benefits to Global Enterprises

- Global monitoring, reporting and network performance data for numerous locations on six continents, consolidated “big picture visibility” of all resources in the company’s worldwide IT environment.
- Enterprise-class functionality, quality and support at less than one-fifth the cost of enterprise monitoring solutions from HP and IBM.
- Quick installation, among the fastest in the industry, OmniCenter was up and running within a few days and fully configured in less than two weeks.
- IT team now works proactively to prevent problems from occurring, leveraging OmniCenter to monitor and diagnose bandwidth utilization and latency issues, traffic patterns, servers, routers, disc space utilization and other connected devices.
- Comprehensive reporting tracks critical trends such as uptime, performance, threshold exceeds and availability of applications.
- OmniCenter metrics deliver a more accurate picture of how well networks are running and what can be done to improve performance.
- OmniCenter’s Applications Response Time Module monitors all enterprise applications including manufacturing, ERP, finance, business intelligence, database, sales and customer applications.
- OmniCenter Flow module continuously monitors bandwidth utilization and provides daily diagnostic reports on applications usage and traffic patterns across all of the company’s networks.
- OmniCenter Voice module provides a constant overview of Cisco IP telephony resources and all voice traffic to maintain call quality and guard against bottlenecks, jitter and other potential problems.
- Conscientious support from a professional services team that works in close partnership with the company’s IT department with a “can do” attitude.

