

StableNet® Answers SMB Service Provider's Challenges

KedronUK & Infosim® Work Together to Setup a New MSP Monitoring Service in the UK.

About Kedron UK

Network and application performance management technology expert Kedron UK works with some of the UK's largest enterprises to assist with their IT service performance challenges.

From the initial assessment and concept development right through to solution delivery and optimisation it combines cutting-edge technology with exceptional service and expertise to help clients maximise performance and operational efficiencies from their networks.

The Client

Established in 2013, network management business Nocsult specialises in providing solutions to small and medium sized organisations in and around the south east of England. With over 10 years' previous experience in managing large enterprise and datacentre networks, it is committed to understanding customers' business requirements, providing flexible services to meet their needs. As well as advice on purchasing infrastructure, network design and network monitoring, the company also offers remote diagnostics and IT troubleshooting to keep systems running smoothly.

The Challenge

Many of Nocsult's customers are small companies employing just a handful of staff. As such, they do not have the resources or budget to employ an experienced IT professional, and are not large enough to justify appointing a full time network specialist. As a relatively new and growing business itself, Nocsult needed a scalable network management solution that would enable it to deliver maximum results in the most efficient way possible.

Deploying a large scale managed monitoring service was simply not practical, so the company needed a flexible and reliable package that offered the ability to scale-up operations to meet growing demand. However, despite trialling a range of monitoring solutions, from open source to commercial, it had yet to find a solution to meet its needs.

The Solution

Nocsult approached Kedron UK, which carried out a full assessment of network requirements before presenting a solution to help address the challenges faced by the company and its customers in the form of StableNet® Telco by Infosim®.

KedronUK and Infosim® worked together to design a competitive pricing and implementation model to Nocsult, with the option to licence additional functional extension models to tailor the solution to meet specific requirements.

A third-generation, highly automated network management system, StableNet® offers a unified OSS system with three integrated functionalities that focus on Configuration, Fault and Performance Management, with automated Root Cause Analysis (RCA). StableNet® Telco can be deployed on a multi-tenanted or dedicated platform, and can be operated in a highly dynamic flex-compute environment.

"One of the main benefits of StableNet® is that everything is unified. Previously, we had been unable to find a tool that contained everything we needed in just one dashboard, and were using three or four different systems, screens and log-ins, which was neither practical nor efficient."

Catalin Dominte
Founder
Nocsult

"StableNet® Telco is designed for Service Providers to provide a single interface for fault, performance and configuration management of their customer networks... through this new partnership with Nocsult, via KedronUK, smaller businesses in the UK are now able to access the same quality of monitoring service that is usually reserved for larger Enterprises and Central Government organisations"

Stefan Köhler
CEO
Infosim®

Case Study



Key benefits include:

• **Rapid Deployment:** Infosim® rapid-deployment solutions. In one package, providing everything you need to be up and running quickly – including configuration, backup and monitoring – in just days. With a defined scope and predictable costs, there are no surprises. And you can expand your solution as you go..

• **Automation:** Infosim®'s automated solution is able to monitor and initiate processes without the need of human intervention. With predefined tasks to automate mundane processes your team can focus on other important activities with the confidence that your network is always under strict scrutiny.

Key benefits of automation are:

- Reduce production costs by reducing time spent by human resources initiating and monitoring mundane processes.
- Reduce turn around cycle by no longer needing to manually initiate discoveries or changes.
- Reduce hardware cost by running a single application as opposed to using multiple tools each with their own device requirements.
- Improve operational costs by better utilisation of human resources.

• **Rapid Integration:** Open Interface Integration (OII) for auto-provisioning of services from a business process workflow, automating trouble-ticket generation, and clearance for rapid service assurance, or simply feeding infrastructure performance and operating conditions to higher-level dashboards and systems. XML template-based interfaces for rapid integration with any business monitoring scripts simply by defining the input and output.

• **Ease of Daily Operations:** with rapid deployment and adaptation of daily changes within the network and hosting installations, Automated Root Cause Analysis pinpoints hotspots and issues, highlighting impacted areas and creating correlated trouble-tickets. System-aided support gives online real-time troubleshooting, while scheduled customised reporting with extensive KPI threshold management ensures operational and contractual SLAs and OLAs are maintained to maximise service availability.

Comprehensive training and support was provided to help edit and develop the user-specific views and reports, with Kedron UK providing a dedicated Project Manager, as well as a Technical Account Manager working alongside a SQL report writing specialist, to deliver ongoing support throughout the final stages of the project and into the future.

Documentation was also supplied, including a user guide, helping the Shared ICT Team to reap maximum benefits from the package with a future-proof, fluid and flexible solution to help cater for the evolving needs of both fire service departments, both now and in the longer-term.

The Results

Service Provider Perspective:

"In the past, we had researched and trialled numerous network monitoring services, but found these to be inflexible, rigid, unscalable and, in some cases, unreliable. They did not offer value for money and often needed constant fixing and tweaking to deliver the results we wanted. This was extremely time-intensive and, as a small business, we simply did not have the resource to sit around 'babysitting' these systems.

"Through Kedron UK, we have been able to access the premium monitoring capability of StableNet® Telco in a package that is affordable and tailored to our business requirements. The system has been in place for around six months now, and each time we win a new customer we order additional licensing from Kedron UK and add them to our managed monitoring services.

"One of the main benefits of StableNet® is that everything is unified. Previously, we had been unable to find a tool that contained everything we needed in just one dashboard, and were using three or four different systems, screens and log-ins, which was neither practical nor efficient. However, we no longer have to flick through multiple screens to find the information we are looking for, and this has considerable benefits for our clients.

"We assist customers with a variety of functions, including capacity planning, upgrades, improvements, troubleshooting and fixes. The fact we have a comprehensive overview of the entire network means, if there is an issue, we are able to instantly pinpoint the root cause, find out exactly where it is occurring and take the relevant steps to rectify the problem. As well as helping us to deliver a more efficient and responsive service this is expected to deliver a long-term ROI for clients by enabling them to achieve greater and more reliable service availability."

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"We are able to offer clients access to premium quality monitoring tools like StableNet® in a package which is affordable and scalable to suit their evolving business requirements. Without this, customers such as Nocsult would often be forced down the route of using free or cheaper tools that are not fit for purpose, leading to a detrimental impact on their ability to provide efficient managed network services."

Mark Wilson
Sales Manager
KedronUK

Catalin Dominte, Founder, Nocsult



Case Study



Vendor Perspective:

"StableNet® Telco is designed for Service Providers to provide a single interface for fault, performance and configuration management of their customer networks. It delivers a secure and resilient solution for multi-tenancy and is flexible enough to allow Service Provider's to set differing service levels for reporting and alerting, according to their customer-facing contracts.

Infosim® have been doing this for some time with large International Service Providers, however through this new partnership with Nocsult, via KedronUK, smaller businesses in the UK are now able to access the same quality of monitoring service that is usually reserved for larger Enterprises and Central Government organisations"

Stefan Köhler, CEO, Infosim®

Network Management Expert Perspective:

"As Kedron UK is an Infosim® Certified Partner, we are able to offer clients access to premium quality monitoring tools like StableNet® in a package which is affordable and scalable to suit their evolving business requirements. Without this, customers such as Nocsult would often be forced down the route of using free or cheaper tools that are not fit for purpose, leading to a detrimental impact on their ability to provide efficient managed network services."

Mark Wilson, Sales Manager, Kedron UK

About Infosim®

Founded in 2003, Infosim® is headquartered in Germany where all its R&D activity is located. It designs, develops and markets StableNet® through regional headquarters, global channels and its Infosim® Certified Partner network. Infosim® prides itself on providing high quality products with exceptional levels of customer satisfaction.

Find out More:

UK Small and Medium Businesses:	UK Based Service Providers:	Non UK Based Service Providers:
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