UK's Largest House Builder Selects KedronUK and StableNet® by Infosim®.
Delivering Automated Service Availability Monitoring and Configuration Management

About KedronUK

Network and application performance management technology expert KedronUK 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

Barratt Homes has been building residential properties since 1958 and is now recognised as the highest quality national housebuilder. It was listed on the London Stock Exchange in 1968 and has since established an unrivalled track record of consistent growth. Today, it has a network of 25 housebuilding divisions throughout Britain, selling new build homes under the Barratt, David Wilson and Ward Homes brands as part of BDW Trading Limited.

The Challenge

Due to the nature of its business, Barratt Homes has an ever-changing network environment. New sites are often 'off-grid' as they are transformed from empty fields to housing estates, presenting some unique challenges from a communications network perspective.

In the majority of cases, an initial 3G/4G mobile link is installed via a service provider partnership, connecting new sites back to the corporate network via a VPN solution. Following this, telecommunications are laid to the site enabling an ADSL router to be connected, with the mobile link used as a secondary backup.

Once locations have matured as site offices, they then evolve into sales offices requiring VPN connection back to the data centre. A second router is installed for this purpose. The initial router is taken out once all building work is complete, with the sales router being removed once all sales are complete.

With over 800 active sites, WAN monitoring to understand the current deployment configuration state and network availability across these locations is a key priority for holding company BDW Trading. It was previously managed using a manually-maintained CMDB for this purpose.

The CMDB was relied upon as a 'source of truth' for the IT team when investigating issues. However, due to its manual nature, it was simply not dynamic enough to keep up with the real-time network configuration, often resulting in a far longer MTTR due to the fact that engineers did not have the latest and most accurate information at their fingertips.

The Solution

To help Barratt Homes overcome the challenges it was facing in terms of monitoring and reporting on each individual site and network connections, KedronUK recommended the deployment of StableNet® Enterprise by Infosim®. Offering a diverse range of metrics, this innovative solution for integrated IT management and Business Service Assurance provided the company with the tools needed to carry out detailed analysis of its multiple UK sites.

Working in close collaboration with the Barratt Homes Project Team, experts from KedronUK quickly gained an understanding of the project deliverables and the benefits these would provide to technical and customer teams. A tailored solution was developed, incorporating bespoke dashboards and reporting, in line with the specific requirements.

"The implementation of StableNet® has provided another level of monitoring ....and allows us to proactively identify and manage network problems on over 700 nodes on our network."

**Gareth Briathwaite,
Group IT Director,
Barratt Developments PLC**

"Due to the business processes of customers, which are increasingly integrated with IT systems, the 'out of the box' capabilities, views and reports of many Network Management Systems will not fully support their needs. This is why we recommended StableNet® by Infosim® for this deployment and others like it.

**Phil Swainson,
Head of Technical Services,
KedronUK**

To ensure the implementation went smoothly, KedronUK assigned a dedicated Project Manager, who worked closely alongside engineers from Barratt Homes throughout the entire process to assess and mitigate any risks, enable progress to be viewed by all stakeholders at all times, and ensure all deadlines were successfully met. In-depth training was also provided to help the company achieve maximum value from the system.

Each region now has its own access to the solution, giving visibility of sites in the area as well as high-level reporting on individual sites and the region as a whole. In addition, KedronUK provided configuration management across all core devices and external sites and bandwidth utilisation for each location, as well as reporting and alerting on sites using an incorrect connection type.

Over the course of the project, KedronUK also implemented an automated method to bring new sites on board, enabling StableNet® Enterprise not only to capture the correct metrics, but also to add the site to its relevant geographical region within the corporate tree structure without the need for additional coding.

The Results

Benefits provided by the system include:

- **Better visibility of Site Life Cycle Process**

- **Enhanced Connectivity State**

- **Business Hours Reporting**

- **Comprehensive System Automation**

"We use StableNet® as both a monitoring tool and a reporting tool to provide status reports for our Marketing Suites and Construction Site offices. We also set up the system to take data feeds from our back office systems to enable us to provide combined management reporting, not just technical network activity reports."

Jit Kholia, Project Leader, Barratt Developments PLC

"The implementation of StableNet® has provided another level of monitoring to complement our existing systems, and allows us to proactively identify and manage network problems on over 700 nodes on our network.

We now have granular level visibility of the configuration of our equipment. The final solution has provided a valuable tool, saving many hours of fault-finding each day, enabling us to intervene and resolve matters quickly across the network estate."

Gareth Braithwaite, Group IT Director, Barratt Developments PLC

"StableNet® has the capability to 'measure the measurable' without limitation or, put another way; if it can be measured, StableNet® will measure it. Additionally, StableNet® Enterprise is the only OSS solution to combine Service Fulfilment and Service Assurance. It seamlessly integrates Fault Management, Performance Management and Configuration Management on just one platform across network devices, applications, traffic, physical and virtual servers and IP telephony and video.

For customers like Barratt Homes, this means all critical business elements can be consolidated and accessed on one screen, with optimised network capacity and stability resulting in reduced capital and operational expenses."

Phil Swainson, Head of Technical Services, KedronUK

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