

## Reliance Globalcom (formerly Vanco)

### Challenge

To maintain IT service delivery, automated control, and accuracy in a heterogeneous environment

### Solutions

- EMC Ionix IT Operations Intelligence
- EMC Ionix Network Configuration Manager

### Key benefits

- Manages all components of a multi-vendor network
- Automatically correlates alarms across the infrastructure
- Identifies root-cause problems and analyses their business impact
- Provides various types of maps (physical connections, VLAN connections)
- Scalable solution

## Leading network service provider looks to EMC for automated problem, compliance, change, and configuration management

As a leading network service provider, Reliance Globalcom (formerly Vanco) designs, implements, and manages its customers' global communications networks with a range of services that includes data, convergence, security, and remote access.

Reliance Globalcom owns the world's largest private undersea cable system which spans 65,000 km. Seamlessly integrated with Reliance Communications' over 190,000 km of domestic optic fiber, it provides a robust Global Service Delivery Platform connecting 40 key business markets in India, the Middle East, Asia, Europe, and the United States. With its recent acquisition of eWave World, a pioneer in the global Wimax market, Reliance Globalcom has the capability to launch 4G services in over 50 countries. It has also acquired Vanco Group, enabling the company to provide managed services to over 230 countries and territories across the globe.

EMC® Ionix™ is being used in the former Vanco Group.

### Maintaining IT service delivery, automated control, and accuracy in a heterogeneous environment

In spite of high levels of customer satisfaction and a growing global customer base, Vanco Group recognized a critical challenge—the need to ensure differentiation in a competitive marketplace. To meet evolving customer requirements and increase the levels of service it provided to its customers, while maximizing a customer's return on investment, Vanco sought to maximize technology to realize its goal. The most likely solution was the deployment of unique management tools that could help them automate problem and fault, configuration, and change management tasks—as well as other resource-intensive functions—to increase efficiency, manage IT service delivery, and reduce costs overall.

Most important, with an operational support system (OSS) environment that included documentation tools from EMC, performance management tools from Lucent, and trouble-ticketing tools from BMC, the company also needed solutions that could deliver full integration between its disparate OSS platforms to reduce system administration. At the same time, Vanco wanted absolute control over its environment and the ability to maintain quality assurance and ensure complete accuracy of compliance, change, and configuration processes. The solution had to enhance security and offer a way in which to demonstrate compliance with customers' corporate and regulatory requirements, even across devices. Vanco chose two solutions that form part of the EMC Ionix software portfolio: EMC Ionix IT Operations Intelligence and EMC Ionix Network Configuration Manager.

### Vanco implements EMC Ionix solutions

Vanco chose EMC Ionix IT Operations Intelligence for automated problem management. "The management of our data is of the utmost importance," says John Locke, chief technical officer at that time. "We implemented EMC Ionix service management solutions because, as a business whose key USP is our efficiency, we needed to have IT management software that could deliver optimum

efficiency and service availability to us via automation so that we could continue to offer improved service and efficiency in turn to our clients. In the EMC Ionix solutions we found just that.”

**“We needed to have IT management software which could deliver optimum efficiency and service availability to us via automation so that we could continue to offer efficiency and improved services to our clients. Our credibility in managing customer networks at the device level and proactive fault handling are the key business factors for our decision to use EMC Ionix.”**

**John Locke, CTO**

Vanco implemented the following EMC solutions:

- EMC Ionix IP Availability Manager, EMC Ionix IP Performance Manager, and EMC Ionix Service Assurance Manager which integrate and correlate topology, events, and analysis from multiple sources for a clear picture of the health of the information infrastructure and its effect on the business
- EMC Ionix VoIP Manager to manage the availability of IP telephony devices
- An EMC Ionix custom solution for availability of the DSL network

“Vanco needed a proactive fault-reporting process in order to identify and inform its customers on at least 80 percent of all faults before the customer detected them,” says Locke. “This forms part of the service-level agreement (SLA) with our customers, and Vanco engineers are incentivized to achieve these targets. Our credibility with our customers in managing their networks at the device level and proactive fault handling are the key business factors for our decision to use EMC Ionix.”

### **Vanco—the first European VNO to adopt a network configuration management solution—EMC Ionix Network Configuration Manager**

Vanco also chose EMC Ionix Network Configuration Manager, which was delivered and implemented by EMC partner TDB Networks. Today, EMC Ionix Network Configuration Manager gives Vanco full visibility into all critical management functions from a central network operations center, automating the company’s compliance, change, and configuration management tasks. In addition, Vanco customers benefit from visibility into their own systems through Vanco’s customer portal.

According to Locke, the implementation of EMC Ionix Network Configuration Manager led to a significant improvement in operational efficiency for the company from the start. “Before EMC Ionix Network Configuration Manager, even a single deployment to update all systems could have taken two to three hours,” says Locke. “With EMC Ionix Network Configuration Manager in place, the time required for a single deployment, even to thousands of devices, is reduced by a factor of 100—to two or three minutes.”

Locke also points to the improved levels of accuracy the company has realized since implementing EMC Ionix Network Configuration Manager. “Ionix Network Configuration Manager enables single data entry across devices, regardless of vendor and this means that we are able to ensure the accuracy of all deployments because the likelihood of human error is virtually eliminated,” says Locke. “For example, the software is so scalable that we are able to modularize a customer’s configuration templates and generate changes automatically. We’re able to respond quickly, and we’re able to ensure an extremely high level of quality at the same time.”

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Efficiency and quality are especially important because automated provisioning in customer environments can help ensure that Vanco avoids costly performance penalties and consistently meets service-level agreements to maximize customer satisfaction. Locke cites one Vanco customer as a case in point. This large, global enterprise needed to migrate its 1,200-site network from leased lines to meshed MPLS. Partner TDB Networks developed a customized provisioning model for EMC Ionix Network Configuration Manager that enabled Vanco to automate this complex migration. The result—a savings of 140 man days. If this migration had been executed manually, it would have taken 150 man days to complete. Instead, with EMC Ionix Network Configuration Manager, the migration of 200 sites per day took only 10 man days, plus 18 days of preparation time—resulting in a more effective use of human and financial resources and significantly reducing costs.

### Ensuring compliance, enhancing security

Organizations of all sizes and types must comply with a range of regulatory requirements, as well as their own corporate standards, and Vanco and its customers are no exception. Unlike traditional change management systems, EMC Ionix Network Configuration Manager enables Vanco to demonstrate the compliance “reality” instead of simply providing a historical view of configuration changes for all the networks it implements and manages.

Today, Vanco can easily prove that it meets all required standards and that defined policies are in place and active at any point in time—even across disparate devices. EMC Ionix Network Configuration Manager also enables Vanco to consistently monitor compliance on its networks. The ability to monitor compliance across devices also helps enhance the security of the network, enabling Vanco to respond quickly to security threats and to ensure that only authorized personnel can see and change network configurations.

“Our decision to become the first European VNO to deploy a network configuration management solution—and to deploy EMC Ionix Network Configuration Manager—continues to provide real dividends for Vanco and for our customers,” concludes Locke. “Together with the implementation of EMC Ionix, we have increased operational efficiency and accuracy, and we’ve also seen improvements in compliance and security—all while controlling costs. Our customer satisfaction levels have increased as well.”



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