

# What can a modern professional network management system do for you?

## INITIAL NOTE

This is summary of benefits based on our practical experience of installing and provisioning our modern NMS System op5 Network Management Suite in hundreds of different organisations and their respective IT environments.

## THE BASICS

Imagine yourself lost in a forest with limited knowledge of how to get out. Which way is the shortest? Are there mountains in the way? Are there lakes you might need to cross? What is the quickest way out?

Climb up a tall tree and have a look around!

This is very much what a modern NMS system will do for you, and it will do it 24x7 and fully automated. It will not only find the quickest and best way out – it will email or SMS you the exact route for how to get out.

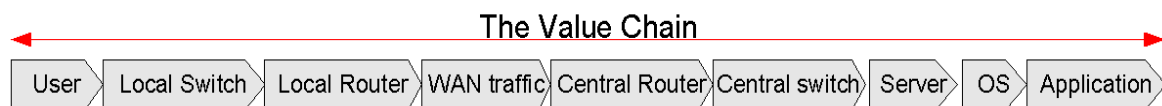
Today's IT systems are very similar to a wild uncontrolled and fast growing forest. New technologies such as virtualisation, Voice over IP, and remote desktops in combination with new demands for Service Level Agreements, are turning IT into IS (Information Services) and general higher management IT effectiveness demands.

All this with limited IT resources both in terms of real money and of IT staff is the basis for why easy-to-use and properly functional Network Management Systems are absolutely essential to any IT organisation.

## ***Top 5 financial and practical reasons for why you should secure a good working Network Management System:***

### **1, Money**

80% of all downtime consists of finding the actual problem. This is a fact. When something happens in your IT systems that effects your IT systems negatively the most important and cost beneficial solution is to directly identify the core problem and then fix it. This sounds like basics but you need to have a direct overview of the whole value chain (see picture below).



Where and what is causing the problem? A direct answer followed by direct action to resolution saves huge time and resources.

A good NMS system completely automates this entire process so that any problem is automatically identified. The system then notifies the responsible persons so that time-to-resolution is kept to a minimum.

## 2, Correct change management priorities

Running an IT system department means that you are forced to make many decisions on changes, upgrades, improvements and technology shifts. Many times there are vendors or service providers promising great new performances etc once you invest in the particular change.



Key questions are always present at decision time, e.g.:

- Is it really the wan connection that needs to be upgraded or could it perhaps be a slow database, memory problems etc that is degrading the performance of a service?
- The vendor is promising x% enhancement... What is that today? How much did it really deliver? Did we get what we paid for?
- Before, during and after analysis of any planned investment / change is fundamental to secure long term IT investments.
- Timing; Is this change necessary now? What happens if we push the change six months into the future?
- Etc.

A good NMS system will give you clear guidance and answers making your decision process much easier, more well documented and easy to communicate to others who have opinions (good or bad) on your decision.

## 3, Documentation for long-term quality assurance

A neverending challenge for all IT departments today is to assure consistent and accurate documentation on Moves, Adds, Changes and Deletes (MACD). At the same time, key internal or external IT experts are all involved in assuring quality of your IT systems. However – people change jobs, get sick, go on holidays – it is all part of the neverending change management.

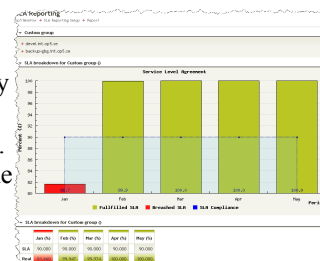
This is a challenge:

- Assuring knowledge transfer between different parts of the company.
- Service level follow-ups to external providers, checking that they deliver the service that you pay for.
- Regulatory demands such as traceability for Sarbanes-Oxley compliance (SOX)
- Etc.

A good NMS system provides central documentation on all system changes in a single view. It also produces automated reports for SLA follow up.

## 4, Professional reports for all events and all people

Few things today can steal as much time from the IT department as people and their opinions on IT. Do not get us wrong – opinions are good! However, in many IT discussions the opinions on what is working or not are too often based on general feelings rather than real facts. This produces lots of wasted valuable time. Professional automated and easy-to-read reports greatly reduces this waste of time and can instead improve discussions, and transform opinions to valuable input from end users and experts.



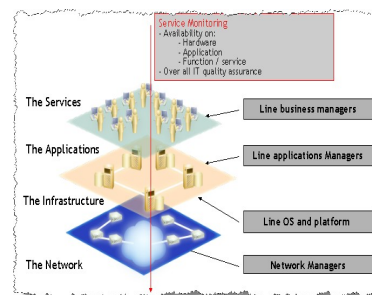
## 5, Turning Information Technology (IT) to Information Services (IS)

Many IT departments are today facing new challenges in transforming to a model where IT is more viewed as a service to the business rather than maintaining the new and old technology. This introduces new demands on both internal and external Service monitoring and follow-up. A service is a mix of many technologies combined. It can and often does include all the elements of the traditional IT system:

- Network infrastructure
- IP traffic across lan & wan
- Servers, physical or virtual
- Applications, databases, web servers etc.

They all come together as an individual service to a particular business need. This needs to be monitored and measured. Reports of availability, performance and quality need to be generated for proper follow-up and analysis.

A good NMS system will do all this and much more for you – automatically.



### Summary

A modern, easy-to-use NMS system greatly reduces direct costs for unwanted downtime. It further assures effective use of limited IT expert resources. It reduces the needs for “fire fighting” of problems. It helps in priorities and investments, change management and long term documentation.

- ➔ If you have a mix of tools today – look forward to experiencing the complete picture
- ➔ If you have nothing today – look forward to the pleasure of control
- ➔ If you have an old legacy system like Open View or Tivoli – look forward to the ease of use, flexibility and a completely different investment level

op5 supplies a state-of-the-art and easy-to-use complete product in the shape of op5 Network Management Suite. It consists of three individual components that can be installed individually or combined for enhanced functionality. Key features are:

- Easy to install and maintain
- Easy to use for experts or novices
- Based on open source for great flexibility
- Attractive subscription-based licensing permits you to start small and grow at a very low cost

### About op5

op5 is a world leading OSM – open source management – company that supplies software based on open source for control of IT systems and networks. op5’s main products are op5 Monitor, op5 Statistics and op5 LogServer. The products are based on open source code that op5 develops further, packages and sells as complete products and systems with services and support.

op5 has a large selection of clients from different market segments, e.g. AGA Linde Gas, Liseberg, Max Matthiessen, Intrum Justitia, TNT, Crosskey Banking Solutions, Högscoleverket, Tullverket and other parastatals, several county councils, municipalities and municipal companies.

op5 was founded in 2003. The company has offices in Stockholm and Gothenburg. op5 is owned by the founders, employees and investors KTH Chalmers Capital and Pod Venture Partners.