

CUSTOMER SUCCESS STORY :: SHENTEL IMPLEMENTS NETOMNIA

Shenandoah Telecommunications Company (Shentel) is a holding company that provides a broad range of telecommunications services through its operating subsidiaries. The Company is traded on the NASDAQ Global Select Market under the symbol "SHEN." The Company's operating subsidiaries provide local and long distance telephone, Internet and data services, cable television, wireless voice and data services, alarm monitoring, and telecommunications equipment, along with many other associated solutions in the Mid-Atlantic and Southeastern United States.

THE CHALLENGE

Shentel had a number of different management systems deployed to monitor and collect alarms from their diverse network of devices and servers. There was no centralized system to monitor the infrastructure and report on the health of their services and customers. Shentel decided that, in order to remain competitive, a new Network Management system was needed that could consolidate all of their network alarms to provide an overall view of the status of their end-to-end services. The key objective was to enable operations staff to improve Mean Time To Repair (MTTR) and offer the best customer support possible. With these requirements in mind Rich Baughman, Director of IT at Shentel, launched an RFP to find the most comprehensive system on the market. The key requirements of the RFP were:

- Support entire infrastructure from a single system. The infrastructure included central office equipment, CATV head-end, POPs, customer premise equipment, wireless towers, data center equipment, security and facilities equipment.
- Single system to provide active and passive alarm monitoring and performance management functions.
- Active process monitoring of applications and Availability monitoring.
- Real-time data collection, correlation, prioritization, notification and enrichment of alarms.
- Auto discovery of infrastructure.
- Hierarchical drill down through related network elements to aid in troubleshooting.
- Comprehensive security.
- Customer impact analysis.
- Rapid deployment and configuration.
- Eliminate single point of failures in telemetry architecture.

"We have used NetOmnia for over 1 year to monitor our entire infrastructure. So far, the system has handled over 23 millions of events. Over 35 members of our staff use NetOmnia to perform their day to day work. The system has exceeded our expectations and enables us to be more pro-active and resolve issues faster."

Gary Banks, NOC Manager

CUSTOMER SUCCESS STORY :: SHENTEL IMPLEMENTS NETOMNIA

"We evaluated many of the OSS products on the market and selected NetOmnia as the product that offered the most benefits and was best aligned with our business objectives. NetOmnia™ provided us with a comprehensive suite of tools to know which customers are affected in real-time due to infrastructure issues."

Richard Baughman
Vice President of IT

"We are very pleased with NetOmnia. It is a great product with comprehensive functionality, yet simple to use. The support has been incredible. The Centina team has executed extremely well on their promises."

Tom Whitaker
Vice President of Operations

Rich Baughman, with his past experience, was familiar with all of the legacy NMS vendors. The RFP was issued to IBM Micromuse, OSI NetExpert, Harris Stratix NetBoss, Megasys Tellenium, NimSoft Nimbus along with Centina Systems NetOmnia.

After an extensive evaluation of the RFP responses, 4 vendors were invited on-site to present the solution to a broad audience that included NOC staff, Engineering and IT. Rich and his team quickly realized that the legacy solutions offered basic features but with a steep learning-curve to implement advanced functionality such as event correlation, workflow automation and event suppression. In addition, the proposed implementation of these systems would be extensive and would require highly trained resources or the use of external system integrators. Also, all of the other products evaluated were built using software architectures and technology from 1980s and 1990s and had seen little innovation since that time. Moreover, these products were not built on a single code base. Rather, they consist of several acquired products running on separate servers with "glue logic" to make them work as a "single solution."

THE SOLUTION

After a thorough product evaluation, Shentel decided to deploy NetOmnia. The decision to go with NetOmnia was made after seeing the product vision, underlying technology and ease of implementation and administration. NetOmnia offers the most comprehensive solution with advanced correlation, service management, customer impact analysis as well as an integrated customer portal. NetOmnia's device plug-in architecture and Centina's ongoing plug-in maintenance and support were very attractive as it decreased their time-to-market to introduce new services.

THE BUSINESS BENEFITS

- **Consolidated multiple legacy management systems** with a single solution providing Fault, Performance, Availability, Application and Service Monitoring.
- Single screen to monitor and manage over 60 different vendor products.
- **Reduced Mean-Time-To-Repair (MTTR)** with service correlation of network data, workflow automation and event suppression resulting in:
 - **Decreased Operations Cost**
 - **Improved Customer Satisfaction.**
- Carrier-class reliability and scalability.
- Cost savings from reduced configuration and administration requirements.
- **No programming required** for correlation and suppression.
- Automated network map creation.
- Easy-to-use, intuitive Web 2.0 interface.