

Xerox Services Chooses SevOne to Monitor Network Performance

- Wanted to expand and upgrade its systems while consolidating its toolset
- Required the ability to support multiple client networks and scale to serve clients of all sizes
- Needed a solution that offered a single management console
- Fast time to value – up and running within 2 days of receipt
- Displaced three legacy systems with SevOne PAS – now all in one
- Significantly improved cost structure
- Service Provider alignment – security, multi-tenancy, and reporting
- Operational efficiency improvements

Xerox Services is a premier provider of diversified Business Process Outsourcing (BPO) and Information Technology (IT) services to commercial and government clients worldwide. As a leader in IT outsourcing, the company has a depth of expertise in providing data center outsourcing, remote infrastructure management, network outsourcing, midrange server outsourcing, end user computing, service desk, and other IT services to more than 160 clients, including government organizations and Fortune 1000 companies.



Challenge:

The network services group within the Xerox Services IT outsourcing organization wanted to expand and upgrade its arsenal of solutions for providing fault, performance, telecom and other management services related to its network service offerings. The company decided to displace three legacy management systems with a single, standard tool.

The company needed a solution that offered a single management console, the flexibility to grow, with a wide range of features required to manage multiple client networks through a common infrastructure.

Xerox Services also wanted a solution that would scale to serve clients of all sizes. Many of its clients are Fortune 100 companies, with large networks consisting of thousands of devices. Others represent small networks, or a handful of devices in one of its data centers. As a Managed Service Provider (MSP), it needed the scalability, and flexibility, to accommodate a wide range of networks that change frequently, with low capital and system administration requirements.

Solution:

As an IT outsourcer, Xerox Services manages thousands of networks and network devices for its clients. Not only must the company provide a cost-effective solution, but it also must continually reduce costs of operation, for its clients and itself. When seeking a new solution for performance management, the company created an extensive matrix that cross matched vendor candidates with its key criteria including cost, hardware, security, flexibility, and ease-of-use requirements. After scaling down the results, SevOne stood out from the other legacy applications under review.

Xerox Services brought the SevOne solution in-house for a demo in January 2008 and immediately realized its flexibility when seeing the product do things that were not standard with other vendors. For example, SevOne can provide NetFlow right out of the box, whereas other vendors require new or upgraded servers.

Soon after the demo, Xerox Services selected SevOne. The company received the flexibility it was looking for in addition to lowering its costs. The distributed nature of the SevOne architecture was also a deciding factor for Xerox Services, since its data centers are positioned to serve customers throughout the United States, Europe, and Asia. With a presence in nearly every country in the world, the company couldn't possibly try to manage them with a traditional, centralized management system.

For example, an Xerox Services client based in the U.S. may have 4,000 locations worldwide. Prior to SevOne, Xerox Services would take over the management of the client locations and "home" them to the nearest Xerox Services data center. However, with the SevOne PAS solution, Xerox Services could put peer servers in selected locations where polling and data collection could be performed most efficiently, while allowing visibility from a common SevOne interface.

SevOne combines multiple functions, including fault management (up/down monitoring, trap forwarding, threshold alerting), performance management and reporting, capacity planning and reporting, trend analysis, and NetFlow-based usage reporting for cost allocation purposes. Fault and performance extends beyond SNMP and traditional network layers, to systems and service layers through HTTP monitoring, DNS monitoring, WMI monitoring, and other methods of managing higher level services.

The flexible nature of the SevOne distributed architecture allows Xerox Services to manage clients' networks either centrally or from multiple locations, depending on network topology and capacity. SevOne appliances can be added and removed to address capacity and network constraints. The architecture also allows a high degree of leverage across multiple client environments – a critical requirement for an MSP like Xerox Services. Multiple clients can be managed on a common SevOne implementation, while providing each client visibility only to its own network environment.

From a management perspective, SevOne makes it easier for systems administrators and network engineers to do their jobs. With traditional systems, users might have to view as many as six servers to look at performance data. With the single SevOne interface, they can see all of the clients in one interface, get all of the data they need right there, and perform all of the maintenance in one place.

Cloud computing for enterprises is also a critical part of Xerox Services's strategic service offerings. Xerox Services uses SevOne to manage its Cloud environment, including virtual machines and network infrastructure.

Results

The benefits began with the initial SevOne implementation. SevOne configured and prepared 15 server boxes – which accounts for seven data centers. Xerox Services had them up and communicating with each other within two days of receipt. This quick time to value also enables Xerox Services to turn up new customers faster than other MSPs.

In addition to the labor cost savings, the company believes that ease of use for the administrators – resulting in improved operational efficiency – is one of the biggest benefits of the SevOne solution.

SevOne gives users easier access to the system, with all of its features built-in including fault and performance management, monitoring, NetFlow, and the full range of management functions. Any of its users can employ any of the tools on any server in the entire peer to peer environment in a transparent manner. They no longer have to go to multiple systems to retrieve their data.

"We are very pleased with SevOne. The granular metrics and visibility, along with constantly improving ITIL process, has helped Xerox Services to retain and grow our customer base with very competitive cost." Jimmy Brown – SVP, ITO Service Strategy and Design.