CableSolve
Infrastructure Management

Penrith City Council's Network Infrastructure Under Total Control with CableSolve

A Case Study



Overview...

Penrith is a city on the western fringe of the Sydney metropolitan area, in east central New South Wales, Australia.

Penrith is one of Sydney's largest local government areas and is a developing metropolitan center in New South Wales. The city has become the major administrative, retail, educational, health and cultural center for Outer Western Sydney and Central Western NSW.



Penrith City at a glance:

- **Penrith City Council is the local government unit that manages Penrith City**
- **Penrith City Council has 900 employees**
- **Penrith has a population of about 180,000 people and is expected to grow by 22% in 25 years**
- **Penrith has an area of 407 square kilometres**
- **Penrith is home to approximately 4,500 businesses**
- **For more information on Penrith City, visit:**

www.penrithcity.nsw.gov.au

Penrith City Council IT Overview

Scope of the IT Infrastructure and Equipment:

- **70 Servers (including main data center, Council offices and Libraries)**
- **More than 700 Users supported by 11 IT staff**
- **600 PCs, 200 printers, and over 2000 data and voice outlets**
- **Total of 57 remote sites which include child care centers, libraries, an art gallery, a visitor information center and other administrative offices.**

Cable and Infrastructure Management Systems previously used:

- **Paper records**
- **Records in Excel format**

Penrith City Council's IT Infrastructure Challenges...

The Information Technology Department of Penrith City Council is tasked to manage and support the council's IT equipment as well as the data and voice network infrastructure along with business critical administrative software applications such as finance, property management and human resources. Their primary role to the council is to provide operational continuity with a high focus on customer service to the members of the public through the services that the council offers. The IT department is responsible for the council's computer operations and also provides telecommunications services as well as technical support and training. The Information Technology Department aims for 99.95% system availability.

The IT Department is composed of a team of 11 staff. In a given day, an average of 4-6 site visits were carried out by the IT staff. Before CableSolve, when downtime occurred it meant traveling up to 30 minutes to reach the location of the problem and about 1-2 hours more to identify and resolve it. There was little reliable documentation available to assist in determining the problem and finding a solution in a shorter amount of time.

Moves, Adds and Changes occurred frequently with assets continuously moving within the head office. There was no tracking system to help them determine the IT assets in their possession and where they were currently located.

Problems Experienced by the IT Department...

- Most records were maintained "offline" using paper. This led to significant delays when finding information relating to network assets.
- The IT department found it very difficult to provide asset reports as most records were paper or spreadsheet-based.
- Information on a single asset was spread across multiple records.
- Inaccurate and unreliable records and network information meant they were often ignored.
- The department found it very hard to keep up-to-date records of moves, adds and changes.
- A significant amount of time was spent tracing cable connections.
- Downtime occurred frequently due to network problems.

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What Penrith City Council Needed...

- To completely document the end to end connectivity of their network
- Accurate and easy way to maintain documentation that is always available and visible to the relevant people in the organization
- To keep track of their equipment, its location and utilization, in short - *IT asset management*
- To tidy-up their physical network equipment and cabling
- To have better management reporting at all levels
- To reduce the amount of traveling from site to site

"When we purchased CableSolve we did not think we would save so much time and money in how we do remote support, now we do not have to go to the remote council sites since we now know what equipment we have, its connections, and if necessary, we can use local staff to assist us."

Bruce Wyatt
Network Support Officer

What is CableSolve...

An enterprise ready IT Infrastructure Management System that provides complete visibility and management of the physical IT Infrastructure. CableSolve tracks assets and connectivity and provides visibility of infrastructure utilization. All records are available on Pocket PC mobile computers, tablets and smart phones.

CableSolve is unique in its ability to consolidate multiple types and sources of information, including asset, location, ownership, support, connectivity and configuration information and providing all that information, including reporting through a portable platform.



CableSolve : the Chosen Solution

Like many large cabling installations, the area being managed by the council is spread over a very wide area with some scattered remote sites, making the portability of CableSolve an all important feature.

Its portability provides full offline access to all connectivity and infrastructure records no matter where the IT staff are. CableSolve shows the various links and end-points regardless of the number of sites, buildings, equipment or cables. The use of integrated network detection and its capability to use SNMP means CableSolve can automatically identify devices connected to the network and alert the network staff if they move.

"Fantastic, no more crawling around tracing connections, We know what is where and what is connected to what. We love it!"

" Now we know what assets need to be upgraded, purchased or disposed. Budgeting for our IT equipment and management reporting has become so much easier."

Richard Baczelis
Information Technology Manager

Of particular benefit to the council has been the documentation of all IT assets including their exact locations in the main office and remote sites. CableSolve's use of barcodes and the Pocket PC has made documentation easy.

Management reporting at all levels and budgeting have become easy and efficient.

CableSolve has allowed the IT group to plan which equipment needs to be upgraded, purchased or disposed of - as a result, assets are utilized better.

With portability and barcodes, audits have become effortless. The council has scheduled yearly audits of their cabling and equipment.

The IT staff know that when downtime occurs they will be able to determine the cause of the failure quickly.

Significant cost savings are also being realized. The council is seeing the benefits of being able to remotely support their 57 sites and being able to resolve issues in a more timely manner.

Key Benefits Realized After the Deployment of CableSolve...

- **Improved service level to the customers and end users; and improved productivity of the IT staff.**
- **Significantly increased employee productivity in many technical support areas.**
- **Complete documentation of IT assets ensures better asset planning, budgeting and reporting.**
- **Portable, accurate and dependable up-to-date records of the IT infrastructure and connectivity ensuring much faster problem identification and resolution.**
- **Full visibility of end to end connectivity, including inter-building connections and the applications running over them.**
- **Decreased downtime. Cost and time savings.**

When asked what key benefit was derived from CableSolve:

"Portability and having the information with you wherever you are and being able to easily update all gathered or revised information, even from the remote sites, into the central database has saved us a lot of time and assures us of reliable and accurate end to end records of our network."

Uday Kulkarni
Network Controller

CableSolve was implemented by one of CableSolve's trained and certified Partners as a turn key solution.

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