CORMANT-CS
Infrastructure Management

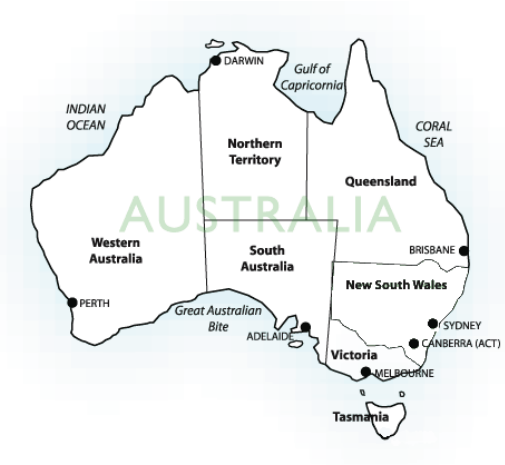
Leading Telecommunications Company's Data Center Connecting Well with Cormant-CS (formerly CableSolve)

A Case Study



Overview...

This is a Cormant-CS Case Study on a telecommunications company in Australia. It is an Australian leader in integrated telecommunications which is known to deliv er cutting-edge communications, information technology and entertainment services.



The company at a glance:

- **Type of Business: Telecommunications**
- **Number of employees: 10,000**
- **Estimated Number of Customers: over 6 Million**
- **Estimated Revenue: $1.32 Billion**
- **Data Center size: 3,000 square meters**

TelcoCompanyITOverview

Scope of the IT Infrastructure and Equipment:

The company's corporate network has five data centers which are currently being consolidated into two. Between them they have:

- **3,000 servers**
- **15,000 PCs, MACs and laptops**
- **450 printers**
- **60,000 data/voice outlets**
- **40 administrative and exchange sites spread across every state of Australia**

Cable and Infrastructure Management Systems previously used:

Cabling infrastructure for it's Corporate Network was maintained at a local level and was managed with paper records, spreadsheets and in-house databases (Filemaker DB).

IT Infrastructure Challenges...

The company's main focus has always been on customer satisfaction and the efficient delivery of the numerous communications services it provides. A very large component of successful service delivery is the communications equipment required to support the company's underlying infrastructure.

Company operations run on a countrywide scale - spread over many locations making information capture of space and panel allocation a real challenge. This used to be managed by Exchange or Field Engineers confirming or choosing space or patch allocations. This worked well but did not support long term planning. Troubleshooting was a based on a 'pull the cable and find where it goes' approach as there were few records to support troubleshooting when problems occurred. A spreadsheet that was maintained by a third party vendor became unreliable over time due to many internal undocumented changes.

Some of the company's infrastructure was previously supported by various methods, including a custom system tailored for them. However, the flexibility of this system did not support changing business needs including adding new equipment templates and their configuration, nor did it meet the need to integrate CAD drawings to the system.

A system that captured all layer 1 connections was needed. In addition, no single labeling standard was used, causing problems in getting the label information correct and then in actually using the labels.

Records were locked away on desktop systems and were often not easy to access when they were needed for review or update.

All of these problems meant that it was hard for the IT department to provide efficient planning and troubleshooting and to rapidly and cost effectively support the delivery of services required by the company.



CORMANT-CS Infrastructure Management

Problems Experienced by the IT Department...

- Getting information on space and patch panel allocation from various locations was always a challenge.
- They had problems in using labels reliably as they were specific to the cables' current use and getting the label information correct was difficult.
- Their previous system did not allow the addition of new equipment into the templates.
- Records (spreadsheets) for system connections were not reliable, they easily got out of date due to undocumented changes.
- Troubleshooting was always through cable 'tug and trace' which wasted valuable and critical time.
- Potential for extended downtime due to unreliable records.

What the Company Needed...

- **A system that would provide up to date and reliable end to end connection information in an easy to understand graphical format.**
- **A system that would provide a central repository for IT systems and network information.**
- **A system that would assist with troubleshooting faults.**
- **A portable system that could provide information when and where it is needed, where the changes are being made or troubleshooting is undertaken.**
- **A system that could capture layer 1 information.**
- **A solution to tracking spare IT assets, ports and cables.**
- **A system that would provide a means of producing reports to show assets and their connections.**
- **A showcase site, along with a hierarchical Infrastructure management solution, to showcase how the data center infrastructure should be managed.**



Portable records of end to end connections on a handheld device

What is Cormant-CS...

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

Cormant-CS 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.

Cormant-CS: the Chosen Solution

The opportunity to use Cormant-CS presented itself to the Telco Company with its new 1,500 sqm data center. This involved consolidating five data centers to two. This is a large-scale project that consumed 125 km of Cat 6 cable and 36 km of 24 core fiber cable building the tie infrastructure. Cormant-CS was used throughout with more than 21,000 Cormant-CS ports to date.

"Cormant-CS has significantly simplified the process of tracing connections and making changes in our data center."

- Senior IT Manager

The ability to add new equipment templates was a major consideration in the selection of Cormant-CS. Its ability to allow entry of any type of equipment configuration, which was another priority for the new data center, made its selection as the cable and infrastructure management solution to be used for the data center easier.

Labeling of cables and equipment in Cormant-CS is generic because it is based on industry standards, making it simple and is easy to implement.

For the company, all records are only as good as the information kept in them. They know that it does not take long for records to become out of date after a few undocumented changes here and there. Having chased a few cables for faults by tugging and tracing, they appreciate the value of Cormant-CS efficient documenting and record-keeping of the connectivity of cables and equipment. Auditing the infrastructure is also an efficient process that they can now do quickly on a regular basis. As a result, records are kept up to date and accurate.

"Cormant-CS is a flexible and easily configurable application, allowing entry of any equipment configuration."

- Senior IT Manager

Key Benefits Realized After the Deployment of Cormant-CS...

- **Complete documentation of IT assets ensures efficient planning and troubleshooting.**
- **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.**
- **A flexible and easily configurable application allowing addition of new equipment and entry of equipment configuration increased the productivity of the IT group.**
- **Cost and time savings.**

Cormant-CS was implemented in this leading Telecommunications Company by Cormant-CS trained in-house staff.

CORMANT

Cormant, Inc.
Phone: 1 805 747 4178
Toll Free: 1 855 CORMANT
Email: sales@cormant.biz
Web: www.cormant.biz

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