Helped a large SI save about $1 million on IBM Netcool & TNCM implementation

Highlights

- *DCM has been executing and managing IBM Netcool /Omnibus and other IBM ITSM tools for almost a decade.*
- *Most of the complex IBM ITSM installations in India have been executed by DCM*
- *DCM has access to the latest IBM software in its competency center. All implementations are pretested in the center before project start at site.*
- *DCM has 2 NOCs from which they provide support to customers in India, USA, UAE etc.*
- *NOCs capable of supporting Mode 1/Steady State operations and Mode 2/Agile operations, DevOps, Kubernetics etc.*
- *Customer gets a fixed price service with improving SLAs*

The Client:

Our partner is a large multi-billion dollars, public listed, system integrator with strengths pre-dominantly engineering and construction. They pick up complete projects for building refineries, power plants, docks etc. from more than 50 countries. As part of these projects they do the installation of field devices, SCADA systems, IT systems, network management systems etc.

The SI had picked up an order from a defense establishment for setting up command control centers across more than 50 locations in the country by modernizing existing set-ups or building new ones. This included civil construction, laying of cables, setting up the radars and avionics etc.

The customer had network equipment from multiple vendors across multiple generations from the year 2000. The customer wanted to set up a golden configuration which could not be tampered with at the field level so that any kind of sabotage can be avoided.

To achieve this objective, they had procured the IBM Netcool family and the customer intended to execute these products using their own IT delivery team.

Challenges:

1. To be able to setup a golden configuration, all devices needed to be on a standard protocol. There were products which had been procured in the early years of the present century, they did not have standard communication protocols.
2. The SI did not have people who understood how device drivers and probes are written. Without this capability it would not be feasible to build a golden configuration.
3. The TNCM part of the IBM Netcool family has very few installs worldwide, so there not many experienced TNCM resources globally who can be sourced.

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Suggested Solution:

DCM has an extremely strong practice across the IBM Netcool family of products. We have a history of being in the writing device drivers in the network space since we had IPs on all the major networking protocols - from X.25 to Wi-Fi to WiMax, USB2.0 and Bluetooth.

Due to this we were able to figure out two way communications with the old network devices by building device drivers and using MIBs being sent by these devices. This helped in being able to get the 6000 older generation devices to communicate with the central TNCM console.

It was a complex project because of the variety of network devices from routers and switches to DSLMs etc. which needed to communicate via a single user console at the central location. The TNCM helped in being able to configure a golden rule for the devices and then build the workflow in case someone tries to tamper without a proper change approval.

The Benefits:

1. The customer has now got a secure “golden rule” based system for all their network devices and has a complete view across all locations in the country and across all products of all generations.
2. The environment is now so secure so that no one can override the configuration at the field level and all changes are time stamped along with the complete change management process implemented.
3. The SI saved $1 million on replacing of 6000 older generation devices.