

CUSTOMER PROFILE



**Basics at a glance**

**Customer**

Vanco

**Partner**

TDB Networks

**Challenges**

- Ensuring accurate compliance, configuration, and change management in a heterogeneous environment
- Delivering optimum service availability to Vanco's customers by automating problem management and root-cause analysis

**Key Solutions**

- EMC VoyenceControl
- EMC Smarts IP Availability Manager
- EMC Smarts IP Performance Manager
- EMC Smarts VoIP Availability Manager
- EMC Smarts Service Assurance Manager

**Benefits**

- Reduces costs by automating complex and repetitive tasks
- Allows powerful root-cause and business-impact analysis
- Eliminates configuration errors and ensures quality with single data entry across devices
- Provides ability to ensure and demonstrate compliance with corporate and regulatory requirements
- Allows for more effective resource management
- Supports policies for disaster recovery and security
- Adaptable and future-proof for reduced management costs

## Leading network service provider looks to EMC for automated problem, compliance, change, and configuration management

As a leading network service provider, Vanco designs, implements, and manages its customers' global communications networks with a range of services that includes data, convergence, security, and remote access.

Vanco pioneered the virtual network operator (VNO) model of network outsourcing, a unique business approach that allows the company to deliver the services its customers require while remaining independent of carriers and equipment manufacturers. Since the company is not tied to specific suppliers or technologies, it is able to provide each customer with an optimum global network solution—the most appropriate technology, delivered at the lowest possible lifetime cost, and with the highest level of customer service.

Established in 1988, Vanco serves hundreds of customers—including enterprises, IT integrators/outsourcers, and carriers—in 230 countries and territories. Vanco customers include enterprise organizations such as British Airways, Siemens, Ford Motor Company, Avis Europe, and Virgin Megastores, as well as carriers such as Verizon, Bell South, Comcast, AOL, and Qwest.

### Maintaining IT service delivery, automated control and accuracy—even in a heterogeneous environment

In spite of high levels of customer satisfaction and a growing global customer base, Vanco recognized a critical challenge—the need to ensure differentiation in a competitive marketplace. How could the company continue to meet evolving customer requirements and increase the levels of service it provided to its customers, while maximizing a customer's return on investment?

With a commitment to innovation, Vanco sought to leverage technology to realize its goal. The most likely solution was the deployment of unique management tools that could help them automate problem and fault, configuration, and change management tasks, as well as other resource-intensive functions, to increase efficiency, manage IT service delivery, and reduce costs overall. Most importantly, with an operational support system (OSS) environment that included documentation tools from EMC, performance management tools from Lucent, and trouble-ticketing tools from BMC, the company also needed solutions that could deliver full integration between its disparate OSS platforms to reduce system administration.

At the same time, Vanco wanted absolute control over its environment and the ability to maintain quality assurance and ensure complete accuracy of compliance, change, and configuration processes. It was also important that the solution could enhance security and offer a way in which to demonstrate compliance with customers' corporate and regulatory requirements, even across devices.

Vanco chose two solutions that form part of the EMC® Resource Management Software portfolio: EMC Smarts® and EMC Voyence®.

### Vanco chose EMC Smarts for automated problem management

“The management of our data is of the utmost importance,” says John Locke, Chief Technical Officer at Vanco. “We implemented EMC Smarts service management solutions because, as a business whose key USP is our efficiency, we needed to have IT management software that can deliver optimum efficiency and service availability to us via automation so that we can continue to offer improved service and efficiency in turn to our clients. In the EMC Resource Management Software solutions we found just that.”

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**John Locke**  
CTO, Vanco

Vanco implemented the following EMC solutions: EMC Smarts IP Availability Manager; EMC Smarts IP Performance Manager; and EMC Smarts Service Assurance Manager which integrate and correlate topology, events, and analysis from multiple sources for a clear picture of the health of the information infrastructure and its effect on the business; EMC Smarts VoIP Manager to manage the availability of IP telephony devices; and an EMC Smarts custom solution for availability of their DSL network.

“Vanco needed a proactive fault reporting process in order to identify and inform its customers on at least 80 percent of all faults before they are detected by the customer (‘spotting rate’). This forms part of the SLA with our customers and Vanco engineers are incented to achieve these targets,” says Locke. “Our credibility with our customers in managing their networks at the device level and proactive fault handling are the key business factors for our decision to use EMC Smarts.”

## Vanco becomes the first European VNO to adopt a network configuration management solution—EMC VoyenceControl

Vanco also chose EMC VoyenceControl, which was delivered and implemented by EMC partner TDB Networks. Today, EMC VoyenceControl gives Vanco full visibility into all critical management functions from a central network operations center, automating the company's compliance, change, and configuration management tasks. In addition, Vanco customers benefit from visibility into their own systems through Vanco's customer portal.

According to John Locke, Vanco CTO, the implementation of EMC VoyenceControl led to a significant improvement in operational efficiency for the company from the start. "Before VoyenceControl, even a single deployment to update all systems could have taken two to three hours," Locke says. "With VoyenceControl in place, the time required for a single deployment, even to thousands of devices, is reduced by a factor of 100—to two or three minutes."

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Locke also points to the improved levels of accuracy the company has realized since implementing VoyenceControl. "VoyenceControl enables single data entry across devices, regardless of vendor," he says, "and this means that we are able to ensure the accuracy of all deployments because the likelihood of human error is virtually eliminated. For example, VoyenceControl is so scalable that we are able to modularize a customer's configuration templates and generate changes automatically. We're able to respond quickly, and we're able to ensure an extremely high level of quality at the same time."

Efficiency and quality are especially important because automated provisioning in customer environments can help ensure that Vanco avoids costly performance penalties and consistently meets service-level agreements to maximize customer satisfaction.

Locke cites one Vanco customer as a case in point. This large, global enterprise needed to migrate its 1,200 site network from leased line to meshed MPLS. Partner TDB Networks developed a customized provisioning model for VoyenceControl that enabled Vanco to automate this complex migration. The result—a savings of 140 man days. If this migration had been executed manually, it would have taken 150 man days to complete. Instead, with VoyenceControl, the migration of 200 sites per day took only 10 man days, plus 18 days of preparation time—resulting in a more effective use of human and financial resources and significantly reduced costs.

### **A case in point:**

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## Ensuring compliance, enhancing security

Organizations of all sizes and types must comply with a range of regulatory requirements, as well as their own corporate standards, and Vanco and its customers are no exception.

Unlike traditional change management systems, EMC VoyenceControl allows Vanco to demonstrate the compliance “reality,” instead of simply providing a historical view of configuration changes for all the networks it implements and manages. Today, Vanco can easily prove that it meets all required standards and that defined policies are in place and active at any point in time—even across disparate devices.

EMC VoyenceControl also enables Vanco to monitor compliance on its networks consistently. The ability to monitor compliance across devices also helps enhance the security of the network, enabling Vanco to respond quickly to security threats and to ensure that only authorized personnel can see and change network configurations.

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“Our decision to become the first European VNO to deploy a network configuration management solution—and to deploy VoyenceControl—continues to provide real dividends for Vanco and for our customers,” Locke concludes. “Together with the implementation of EMC Smarts, we have increased operational efficiency and accuracy, and we’ve also seen improvements in compliance and security—all while controlling costs. And our customer satisfaction levels have increased as well.”



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