

POLSKA TELEFONIA CYFROWA SP. Z O.O.

EMC Ionix helps growing telecommunications company increase efficiencies by up to 50 percent



ESSENTIALS

Challenge

- The company needed a network management solution with built-in, root-cause analysis to quickly identify problems and restore service

Solution

- EMC Ionix for Operations Intelligence modules: Service Assurance Manager, Global Console, Business Impact Manager, IP Availability Manager, IP Performance Manager, Network Protocol Manager, and MPLS Availability Manager
- EMC CLARiiON, EMC Symmetrix, EMC Celerra, and EMC Centera

Key benefits

- Increased efficiency by up to 50 percent
- Rapid fault isolation in even the largest and most complex networks
- Quick service restore
- Built-in root-cause analysis saves time
- Graphical network mapping enables exceptional drill-down
- Network services facilitates planning and control
- Backed by the professionals at the EMC Infrastructure Management Group for exceptional experience in infrastructure management

BUSINESS OVERVIEW

Polska Telefonia Cyfrowa (PTC) Sp. z o.o. is the operator of two mobile telephony networks, Era and Heyah. Both located in Poland and established in 1996, the company now provides telephony, wireless Internet access, and multimedia services to more than 13 million customers throughout the country. Employing over 5,500 staff, and one of the leading mobile phone service providers in Poland, PTC relies on its communications, IT, and network infrastructures to meet ever-growing consumer demand.

Monitoring and managing that infrastructure can consume considerable resources. In order to increase the reliability, productivity, and cost-efficiency of its network management system, PTC recently deployed EMC® Ionix™ and its automated capabilities.

THE CHALLENGE: METHODS TO FIND THE ROOT CAUSE

Andrzej Pietkiewicz, PTC's network section leader, recently noted that the legacy network management system could not provide the requirements to meet company needs. "We had an old IP network management system and it did not meet our expectations," says Pietkiewicz. "In particular, the old system did not provide root-cause analysis, yet that was the network management system's main purpose. In the event of a fault situation, our operators and administrators could receive thousands of alarms. But with the old solution, it was very difficult to find out which link or router was the primary problem. When a fault occurs, it could be the result of many things: hardware, software, or a link failure. A good network management system can quickly identify the cause. But our legacy solution could not do that."

Pietkiewicz also notes that the older system had another drawback. "Rules for the older solution had to be written manually," he notes. "As you can imagine, that took a lot of work to maintain."

The older system was therefore inefficient—in the event of a fault, isolating the exact problem within the network proved difficult. "If you have 3,000 devices and something goes wrong, it takes a great deal of time to locate the problem with a manual system."

THE SOLUTION: EMC IONIX FOR OUT-OF-THE-BOX AUTOMATED NETWORK MANAGEMENT

Fortunately, PTC had worked with EMC for some time. "We were buying other solutions from EMC so we knew them," explains Pietkiewicz. "EMC representatives had told us about EMC Ionix and its capabilities, and when we recognized the seriousness of the challenge, we really started to think about switching our network management solution to EMC Ionix."

Pietkiewicz notes that EMC staff took the time to understand the real needs of the company and Pietkiewicz's networking team before providing an exact recommendation. "EMC came back to us with a proof-of-concept. We quickly realized that Ionix did exactly what they said it would do."

EMC Ionix has a built-in set of rules for root-cause analysis that worked right out of the box. "You don't have to write any rules because the root-cause analysis capability is right there," says Pietkiewicz. "That saves a great deal of time."

ROOT-CAUSE ANALYSIS AND CORRELATION EQUALS QUICK FAULT ISOLATION

The EMC Ionix Operation Intelligence solutions provide automated capabilities to enable operators to quickly and painlessly isolate an exact fault within even the largest and most complex network infrastructures. "Using the legacy solution, it could take many minutes to identify the exact source of a problem," Pietkiewicz says. "However, Ionix provides us with capabilities that increase efficiency by up to 50 percent. That is, we can locate the fault within half the time."

"Graphical displays of our network infrastructure—illustrating routers, switches, and related infrastructure—enable our network team to drill down in order to isolate the problem. Ionix provides correlation capabilities. If we have 2,000 alarms, the EMC solution shows the root cause, and what kind of alarms are being caused by this fault."

Therefore, significant resources are saved with EMC Ionix by enabling fast and dependable fault location, enabling a quick solution. By unifying and simplifying the network management process, EMC Ionix helps decrease network management and maintenance expenditures, while achieving higher end-user service levels.

NETWORK SERVICES FOR EXCEPTIONAL PLANNING AND CONTROL

Pietkiewicz is also very satisfied with EMC Ionix capabilities to map the infrastructure. "Ionix provides a graphical representation of our network much like a map," says Pietkiewicz. "With it, we can see the topology of network layers. This is exceptional information for technology planners because they can quickly understand how the network works."

"With Ionix, we simply log in and see what's there—how the routing is configured and how it works. It provides a complete configuration inventory, not only what you have configured, but how you configured it. Using this map, we can drill down to a particular device, and then drill into it further to see how it is configured. We can see what alarms are on the device, what it is connected to. That information is invaluable if we're considering changes to the network."

“In the old days, using the legacy solution, it could take many minutes to identify the exact source of a problem. However, Ionix provides us with capabilities that increase efficiency by up to 50 percent.”

ANDRZEJ PIETKIEWICZ,
NETWORK SECTION LEADER

A HIGHLY-RECOMMENDED SOLUTION

Pietkiewicz highly recommends EMC Ionix and its capabilities. “Ionix allows us to restore services much quicker by saving considerable time in identifying an exact fault location. Root-cause analysis and correlation capabilities, all built-in as part of Ionix, enable reliable network management.

“Additionally, it is straightforward to use. Our EMC Ionix for Operations Intelligence solution incorporates a number of modules. But they are integrated seamlessly together. With Global Console I see one system, one solution. I don’t have to see each module to know that Ionix works as they said it would.”

CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local representative or authorized reseller, or visit us at www.EMC.com.

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