



A Whitepaper by managecloud Limited

Network Management as a Service

Network Managers need reliable tools to deliver the information that is critical to effectively manage business vital systems. However as network environments become more complex, so the need for effective performance monitoring and reporting grows. Network Management as a Service (NMAAS) delivers the intelligence they need without the requirement for customer training, configuration, maintenance or ownership.

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Contents

Introduction	2
Network Management Market	2
The Technology	3
Functionality	3
What the customer sees	3
Summary	3

Introduction

NMAAS allows Network and IT Managers to enjoy all the benefits of owning an advanced network management platform without the need for the huge resource that is required when choosing, customising, deploying and maintaining one.

Employing such a service allows managers to concentrate on other areas confident in the knowledge that the service is constantly monitoring and reporting on the performance of all elements of the IT Service they deliver.

The Network Management Market

Currently, when selecting a new network management tool, companies are faced with two main choice options:

1) An “out of the box solution” that is simple to install and use but limited in functionality and/or flexibility.

2) A high level platform developed by a large vendor which is very flexible but requires huge resource to successfully deploy.

Either way the customer can be left in a unsatisfactory situation - a solution that doesn't meet their full requirement, or a solution that they simply do not have the resource to fully use.

According to a survey carried out by Kedron UK Limited, an industry expert, the following is true.

1	92% of Organisations using Network Management Tools felt they were not utilizing more than 50% of their chosen solutions capabilities.
2	Of those 92%, 55% believed this was because of the time they had available and 36% stated this was because of the complexity of the solution
3	85% of companies struggled to justify the budget required for the upfront amount required to purchase their “ideal solution.”

The Technology

How it works

An agent is placed at the core network and reports back to the service providers' datacenter, complete visibility of the network is available from this single point, or depending on specific reporting requirements there may be 2 or 3 Agents installed across the enterprise.

When selecting a NMAAS Service Provider the service should include the following features and functionality to enable end-to-end management.

Elements Monitored

Servers - CPU, memory and disk utilisation and processes

Network Devices - Switches, routers, firewalls

Traffic - Protocols, source, destination, bandwidth

Application performance - Response time, latency, API's.

Functionality

Performance Management:

Includes both real-time and historical measurement capabilities to facilitate trouble-shooting as well as forecast and capacity planning tasks. End-to-end and top-to-bottom management delivers more visibility, more accountability, more agility and faster ROI on IT investments.

Fault & Event Management:

A service to manage events before they become critical. Intelligent service management and root-cause diagnostics include alarm-handling, event logging, filtering and correlation capabilities.

Configuration & Inventory:

Automatic network, device and service discoveries providing concise and in-depth inventory information. Centralised configuration repositories and bulk provisioning features improve productivity and reduce operating costs. Alerting on any changes that have been made.

What the customer sees...

Real-Time Alerts: Via Email, SMS or both.

Automatically correlating alarms and events to determine the root-cause of an event. This process is credited with reducing the time spent on problem resolution by 80%.

Real-Time Web based Reports: On demand reporting of network health in real-time. Historical reports: At customer agreed intervals the service will Email html or pdf reports directly to the customer. Historic reports enable customers to confirm the performance of the network environment at management meetings and also to plan for the future using the trending reports.

Summary

NMAAS is the third option for Network Managers. NMAAS providers have the expertise to deliver network monitoring solutions that are bespoke to the network. In addition, as with all application services, the provider has already made the investment in the technology and the datacenter supporting that solution. Which means state of the art technology is available to customers on a subscription basis.

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