Making it easier to cost-effectively run and manage your network

Companies must increasingly rely on networking resources to stay competitive in the rapidly expanding global marketplace. This makes your network infrastructure one of the most critical and complex aspects of your business. To operate effectively in this sophisticated environment, you need to take steps to ensure that your network infrastructure is fast, available and security-rich. Finding the necessary time, resources and technical expertise, however, can prove to be a significant challenge. More and more companies are looking for a services provider that can help manage their complicated, multivendor network and reliably support their e-business applications in a security-enhanced environment today, and in the future.

IBM Network Management Services offers a comprehensive solution for your network monitoring and management needs. We combine powerful network management tools with our proven methodologies and processes to track your network’s performance and optimise its availability—at a fixed cost which can be scaled to your requirements. Our suite of remote management services is provided via a Network Operations Center (NOC) and includes:

- Monitoring
- Performance Management
- Problem Management
- Change Management
- Configuration Management
- Security Management.

Making it easier to cost-effectively run and manage your network

Companies must increasingly rely on networking resources to stay competitive in the rapidly expanding global marketplace. This makes your network infrastructure one of the most critical and complex aspects of your business. To operate effectively in this sophisticated environment, you need to take steps to ensure that your network infrastructure is fast, available and security-rich. Finding the necessary time, resources and technical expertise, however, can prove to be a significant challenge. More and more companies are looking for a services provider that can help manage their complicated, multivendor network and reliably support their e-business applications in a security-enhanced environment today, and in the future.

IBM Network Management Services offers a comprehensive solution for your network monitoring and management needs. We combine powerful network management tools with our proven methodologies and processes to track your network’s performance and optimise its availability—at a fixed cost which can be scaled to your requirements. Our suite of remote management services is provided via a Network Operations Center (NOC) and includes:

- Monitoring
- Performance Management
- Problem Management
- Change Management
- Configuration Management
- Security Management.

IBM Network Management Services

for monitoring and performance analysis of your network infrastructure

Highlights

- **Improves network performance via proactive monitoring and management**
- **Reduces total cost of ownership by responding to dynamic business needs**
- **Uses proven, security-rich tools and methodologies to monitor and manage network resources**
- **Offers flexible, open solutions for a quick return on your networking investment.**
Not only can your network benefit from expert management at reduced costs, you can potentially boost profitability by concentrating your resources on more strategic business initiatives. Whether you are a large enterprise, small or medium business, or service provider, IBM provides best practices to help you run and grow your network infrastructure.

Providing comprehensive services to boost network availability and performance

Your customers and employees interact with your organisation through your network, and for better or worse your network’s performance characterises that interaction. Accessibility and overall reliability are critical factors on the road to satisfaction, retention and ultimately the profitability of your business. If your network suffers from unplanned downtime, your business can suffer from revenue loss, sagging employee productivity and declining brand equity and trust.

Our monitoring services are the first step in helping you optimise your network’s availability. We offer realtime, 24x7 surveillance of your network to help you identify potential trouble spots. We proactively monitor traps and alarms—set to customised thresholds for a variety of networking devices and their internal functions—to help prevent unplanned downtime. To give you a dynamic view of your network assets, we can help you create and maintain accurate, highly detailed maps of your network. Customised event collection and processing, combined with automatic trouble ticket generation and customer notification, can give you the ability to rapidly respond to and resolve network problems.

Performance Management

Building on the benefits of our monitoring services, we offer performance management services that provide automated, ongoing reporting for network baselining and trend analysis.

Our intelligent analysis of network trends can assist your managers in controlling and upholding network performance levels.

The performance management reports are geared to both senior management and technical specialists and highlight important trends and critical information for capacity planning and network optimisation, including network availability, utilisation and capacity for wide area networks (WANs), local area networks (LANs), virtual LANs (VLANs) and servers.

Problem Management

In the event of a network breakdown, our problem management services will help you resolve the trouble by using proactive detection, isolation and diagnosis features. Quick, around-the-clock fault detection by our networking experts translates into rapid response times. In addition, a well-defined and thoroughly documented methodology integrates process flow, escalation procedures and third-party vendor resource management to provide the most timely and efficient resolution of network problems.

Change Management

Lowering total cost of ownership while managing change, success or failure can hinge on a company’s ability to deliver new products and services to customers faster and more efficiently than its competitors. For your business to be successful, your network needs to constantly evolve with new technologies. At the same time, haphazardly adding new tools or applications can quickly transform your network into an unmanageable tangle. Staying on the leading edge of business requires more than simply updating your network quickly: you need to be sure that the changes are done correctly.
Our change management services provide highly automated processes that are designed to handle moves, additions and deletions to your network. Working closely with your staff, our networking experts can help you develop, formalise and implement change management procedures to reduce the impact of any alterations to your network. We will verify the proper assessment, implementation, documentation, validation and notification of completion for planned changes.

IBM Global Services has a wide array of complementary offerings to help you handle new network requirements. These offerings are cost-effective and flexible, to allow your systems to grow with your business:

- **Network consulting and architecture/design services**—can help you plan and design a flexible, high-performance and end-to-end network infrastructure.
- **Network integration and deployment services**—are designed to help you quickly enable intelligent network infrastructures, integrate new technologies and deploy converged data, voice and video networks.
- **Midrange Express Services for AS/400®, UNIX® and Microsoft Windows NT®**—provide basic, remote operations and support to full systems management for your operations.
- **Network equipment procurement and maintenance services**.

**Relying on proven results to manage resources in a security-rich environment**
When you invest in a technology services provider, you need to make sure their background and expertise match your organisation’s requirements. For the critical responsibility of managing and protecting your network infrastructure, you should consider relying on an established technology and practices leader like IBM. We can provide the tools and methodologies to help you safeguard your network and improve its performance.

**Configuration Management**
Is a critical component of efficient problem resolution and it can help you manage your network assets. Our configuration management services can help eliminate unauthorised changes by capturing and maintaining a comprehensive and accurate inventory of network assets and their respective configurations. Device configurations are centrally stored, verified and backed up; and, as required, configuration information is downloaded to the device for problem resolution or upgrade purposes.

**Security Management Services**
Our security management services provide realtime security policy enforcement. You will receive device level access security features, VLAN port security features, firewall management and intrusion detection services. We will also provide 24x7 remote security monitoring, problem management, reporting, and ongoing configuration, changes, backup and archival services. These services are designed to help you protect your network and sensitive information efficiently and cost-effectively, without losing control of core security issues.

**Delivering flexible services to meet your unique needs**
It is essential for your company to operate at peak efficiency under many different and strenuous conditions, and the flexibility of your network infrastructure is a fundamental key in reaching that goal. Your systems must be based on open industry standards and have the ability to link fluidly to other systems. The same must be said of the services that help you manage your infrastructure. We can tailor our remote management services for nearly all simple network management protocol (SNMP)-compliant devices and virtually all server platforms and operating systems.
We also work alongside some of the best companies in the business, including Cisco Systems, Nortel Networks and others. These companies offer infrastructure technology that allows IBM to quickly deliver proven, flexible and reliable network management solutions. Together, we can provide leading expertise and networking knowledge to deliver solutions that help you succeed in e-business and move into new marketplaces, including wireless communications and Internet Service Providers (ISPs).

Providing comprehensive solutions
By combining our technology and services leadership with that of our partners, IBM has the ability to provide comprehensive, strategic solutions to help you achieve your business objectives. Building from a foundation of our powerful, innovative IBM @server systems, our consultants and technical professionals have a vast arsenal of industry-leading hardware, software and services offerings upon which to draw. From assessment and planning to implementation and support, the people of IBM Global Services can help you create a competitive edge.

For more information
To learn more about IBM Network Management Services, contact your IBM sales representative or visit:

ibm.com.au/its/ncs