



## Federos Selected by Tier 1 Bank

### BUSINESS NEED

A Tier 1 Bank has embarked on a major infrastructure upgrade. A significant part of this upgrade has included the replacement of their network infrastructure, uniquely moving to adopt Juniper technology.

This program of work has been implemented in 20 data centers across four geographical regions.

Fusion1 is utilized to provide integration and automation through a set of tailored dashboards, which provides a centralized, role-based operating environment for users.

The primary objective was to provide a vendor agnostic strategy to visualize the new network management tools, and leverage automation support for the deployment and operation of the new network.

### PROJECT REQUIREMENTS

- Flexible, role-based user interface for network management by the Tier 1 Bank
- Automation of the on-boarding, management & decommissioning of network services
- Enable consistent device discovery
- Support implementation in over 20 data centers with a phased implementing across four geographical regions
- Integration of designated management systems

### SOLUTION

Fusion1 was chosen as the management solution due to its ability to provide:

- **Integration** – REST-based integration to allow data across disparate systems to be linked and shared across operational teams and departments
- **Device Management** – Using Fusion1 automation to add or remove devices in multiple underlying management tools and provide a one stop view of device status across the management applications
- **Role-Based Dashboards** – Through dashboard views and single sign-on provide one stop views to NOC agents to view correlated data and significantly reduce the mean time to repair (MTTR)
- **Scalability** – Initially deployed in 20 data centers across four geographical regions and 2000+ devices, many with multiple 10000+ Interfaces

"The Fusion1 deployment represents a critical step in our strategy to drive operational innovation in the management and automation of the new network. Fusion1 is enabling us to adopt a role-based approach to management system visualization and automation, which will provide recurring benefits to the business long into the future."  
– Global Head of Network Architecture

The deployment of Fusion1 was carried out initially in line with five specific use cases:

#### 1. BULK IMPORT/RECONCILIATION

- Bulk import for a site, region, IP address range or all devices in SMARTS
- Captures all qualifying devices
- Decision tree on whether to discover or entity map devices to facilitate correlated management information
- Centralized population of entity mapping across all management tools and all regions
- Single view of management status error / exception handling
- Updates for managed devices with 10000 + interfaces

#### 2. REMOVE/DEACTIVATE/REACTIVATE DEVICES

- Ability to right click on a device and remove from one or all of the underlying tools
- Ability to run a process to deactivate a device in underlying tools
- Ability to deactivate multiple devices with a single process error and exception handling
- Emailed results list
- Ability to reactivate devices from a pick list of deactivated devices in the underlying tools

#### 3. ADD DEVICES

- Ability to run a process to add devices in to underlying tools
- Identify by Hostname or IP address
- Choice of which underlying tool to Add (Discover) into - One or Many
- Can include ServiceNow change number
- Error and exception handling
- Emailed results list

#### 4. ORCHESTRATION OF INCIDENT TICKET CREATION/SERVICE NOW MODULE

- Single Sign on allows users to log in to Fusion1 and interact with ServiceNow
- Ability to right click on a SMARTS alert and create an incident in ServiceNow
- Entity mapping links devices in the underlying tools to the CI (Configuration Item) in ServiceNow
- Automatic creation of a ticket in ServiceNow and update of the SMARTS alert with the Ticket ID
- Ability to update in Progress tickets from within Fusion1
- Ability to show linked Incidents, Problems and Changes to the affected device in a single view
- Ability to search and filter to find Incidents, problems and change tickets in ServiceNow

#### 5. NOC DASHBOARDS

- Views for Level 0 up to Level 3 NOC operators
- Broken down from a Global (management view) to regional views
- Single view can allow a user to drill down in to detail from one location, removes silos
- Entity mapping gives a single view of impacted device across all management tools
- Polled alerts keep operators up to date with latest Alarms
- Entity mapping allows users to click from a SMARTS Notification alert and view Performance and Configuration data from other tools on a single screen

## RESULTS

Fusion1 is accelerating, controlling and will continue to manage the global network infrastructure:

USE	CHALLENGE	SOLUTION	OUTCOME	BENEFITS
Device Discovery	<ul style="list-style-type: none"> <li>This would have been done manually which is time consuming and prone to human error.</li> </ul>	<ul style="list-style-type: none"> <li>Fusion1 has a scalable automated process able to discover multiple devices and populate multiple management systems, providing discovery to all underlying tools.</li> </ul>	<ul style="list-style-type: none"> <li>This automated process is consistent, real-time and can be immediately reviewed within Fusion1.</li> </ul>	<ul style="list-style-type: none"> <li>Provide insight and validation, up front, to the Network Planning team of the current global network estate.</li> <li>Identify and reconcile device estate across all tools.</li> <li>Provide visual global maps.</li> <li>Review and reconcile devices within Fusion1 and check if devices are configured and monitored to identify any gaps which can be automatically rectified.</li> </ul>
Eliminating the need to 'rip and replace'	<ul style="list-style-type: none"> <li>Upgrading the network estates would have entailed not only replacing the network infrastructure (i.e. moving to the latest Juniper switches) but also replacing the associated applications and tools.</li> </ul>	<ul style="list-style-type: none"> <li>Fusion1 offers a comprehensive library of integration modules for application and tools, including but not exclusively, infoblox, HPna, SMARTS, SevOne and Servicenow.</li> </ul>	<ul style="list-style-type: none"> <li>Uniquely Fusion1 is vendor agnostic, so both legacy and new applications and tools can be assimilated into the transformed network.</li> </ul>	<ul style="list-style-type: none"> <li>Fully operational legacy systems, applications and tools can be incorporated into the new network with no loss of performance with complete visibility, drill down reporting and centralized control.</li> </ul>
Automating Support Tickets and Service Requests	<ul style="list-style-type: none"> <li>High skilled engineer required to log on (and off) a number of tools to troubleshoot the issue and resolve.</li> <li>Disparate silo'd departments which over time had evolved different ticketing systems.</li> <li>Manually accessing templates to populate data from different systems.</li> </ul>	<ul style="list-style-type: none"> <li>ServiceNow Module integrates ticketing system with Fusion1.</li> <li>Fusion1 queries and updates each of the management systems.</li> </ul>	<ul style="list-style-type: none"> <li>Log on once – access total view from all relevant tools.</li> <li>Orchestrated ticket creation based on Fusion1 receiving alerts from the integrated third-party tools.</li> <li>Access standard prepopulated templates.</li> <li>Real-time status visibility available across the organization – role-based views.</li> <li>Snapshot views of related Incidents, Changes and Problems to the affected Device.</li> </ul>	<ul style="list-style-type: none"> <li>Each support engineer saving over 20 hours per week troubleshooting support tickets.</li> <li>Saving significant time per ticket just logging on and off tools (the previous system required the engineer to log off one tool before logging on to the next tool).</li> <li>Audit trail, reporting and metrics.</li> <li>Automated ticket generation frees up IT resources, and removes delays and human transcript errors.</li> </ul>

USE	CHALLENGE	SOLUTION	OUTCOME	BENEFITS
PM new sites and devices	<ul style="list-style-type: none"> <li>When a new site went live, the team would need to manually add to all tools (over the weekend). If something went wrong there was no performance or config info available to troubleshoot.</li> </ul>	<ul style="list-style-type: none"> <li>With Fusion1, once the installation of the new devices is complete, the discovery tools are used to inventory the devices and automatically add to the required tools.</li> </ul>	<ul style="list-style-type: none"> <li>Removes the need for on-site expensive engineers to manually configure the new devices.</li> </ul>	<ul style="list-style-type: none"> <li>Saves weekends of work and frustration when no performance or config info available if needed.</li> <li>New sites and devices quickly become operational.</li> </ul>
Network orchestration management	<ul style="list-style-type: none"> <li>This was previously not available.</li> </ul>	<ul style="list-style-type: none"> <li>Fusion1 network orchestration provides automation, coordination and management of wide array of systems delivering fulfilment, provisioning and workflow functionality while enabling QoS (Quality of Service) and KPIs (Key Performance Indicators) goals.</li> </ul>	<ul style="list-style-type: none"> <li>Real-time ability to view and interact with multiple tool sets.</li> <li>Can easily find new items and map across all management tools.</li> <li>Simple drag and drop interface to design and implement new automated processes.</li> </ul>	<ul style="list-style-type: none"> <li>Can see all devices, their relationship entities and realtime status using Fusion1.</li> <li>Agility is built into the IT network to support new operational and business initiatives, allowing the Bank to offer new products, services and an enhanced user experience.</li> </ul>
Multiple views of the 'truth'	<ul style="list-style-type: none"> <li>Different teams and global sites accessing different information.</li> </ul>	<ul style="list-style-type: none"> <li>Fusion1 browser-based portal provides single pane view.</li> </ul>	<ul style="list-style-type: none"> <li>All information is real-time and an aggregation of the underlying data from the integrated tools.</li> </ul>	<ul style="list-style-type: none"> <li>Eliminates misunderstandings and provides the full picture in the required level of detail.</li> <li>Unlike a CMDB only the data relationships are stored, not copies of the source data.</li> <li>Market differentiation</li> </ul>

## ABOUT

### Federos

Federos provides a next generation, service assurance solution that unifies fault, performance, topology and service level management in a single scalable platform. With the product suite from Federos, you can drive IT and OSS transformation to service-oriented operations and accelerate delivery of new services to increase revenue, while consolidating disparate and legacy tools to significantly reduce operations costs.

## FUSION1 AND THE TIER 1 BANK - INTEGRATING. AUTOMATING. INNOVATING.

In all of the above situations, Fusion1 ensures best practice, standardized processes and methodology and is enabling IT to integrate, automate and innovate, saving, time, money and resources. IT is no longer a limiter but the agile partner empowering the bank to provide the customer experience, service and product selections the market demands.

### THE POWER TO PERFORM

Fusion1 at the Tier 1 Bank is being used to streamline and automate repetitive, time-consuming processes. Benefits include full reporting, with audit trails and accountability, compliance with business rules and external regulations, increased agility and uptimes, and reduced capex and OPEX costs.

