

World's Leading News Agency Automates Critical Network Operations Using Network Configuration Manager

The premier news agency streamlines configuration management of hundreds of network devices spread across 300 locations; gets centralized control; achieves improved productivity with a fully policy-driven, automated approach.

ORGANIZATION :

WORLDWIDE NEWS PROVIDER

INDUSTRY :

MEDIA & ENTERTAINMENT

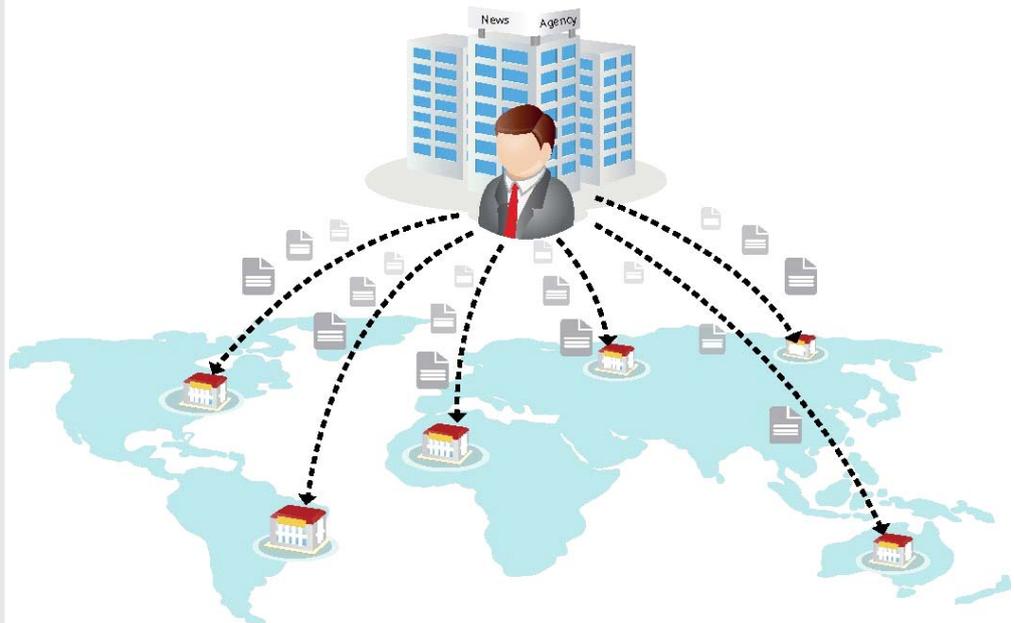
BUSINESS CHALLENGE :

Managing the configurations of hundreds of geographically dispersed network devices. Lack of centralized control, which forces a great level of manual intervention and coordination among administrators. Administrators spending great deal of time on routine tasks.

SOLUTION : ManageEngine Network Configuration Manager

WHY NCM7 :

- Simple, intuitive, easy to use
- Complete solution offering every thing needed for a holistic, unified NCCM
- Support for devices from multiple vendors
- Cost effective



The Challenge

In this information age, the number of news distribution channels has exploded. Media houses vie with each other in breaking the news first to the world, leveraging the power of information technology.

This premier news agency provides real-time news to its subscribers- including print and electronic media in over 100 countries- on a 24x7 basis. It reaches out to more than half the global population every minute. And the agency relies on its IT infrastructure to effectively deliver the news as it happens, via internal and external websites, wireless services, and other interactive applications.

The agency, known for adopting and leveraging latest technologies, employs sophisticated digital networks across 300 locations. The network administration team is responsible for not only managing the switches, routers, firewalls, and other devices spread across diverse locations, but also for ensuring availability, performance, and utilization of the devices.

As business continuity directly depends on network availability, network administrators of the news agency had to remain highly cautious in carrying out configuration changes. On the other hand, business needs demanded changes to be carried out quite often. Given that even minor errors in configuration changes to the devices in production carry the risk of causing a network outage, the skilled network administrators were spending a significant part of their time taking precautions for configuring the devices and manually managing them.

"Changing work shifts and role responsibilities complicated the problem further; recalls a member of the network administration team of the news agency," A great deal of coordination was required among administrators when changes were made or reverted. With network devices geographically dispersed, we realized the absolute need for centralized administration and control and for a hassle-free, automated approach for effectively managing the network device configurations:•

The Solution -ManageEngine Network Configuration Manager

The network administration team had several key considerations in mind when they started searching for a network change and configuration management (NCCM) solution that could solve their problems.

Though deploying a robust solution for centralized NCCM was their immediate goal, they preferred a complete solution that could automate the entire life cycle of network configuration management. They expected the solution to be easy to use and affordable to suit their IT budget.

" We evaluated five different NCCM solutions before zeroing on ManageEngine DeviceExpert, says the administrator. We found DeviceExpert met all our needs. It was very easy to use. In addition, with its rich feature set, DeviceExpert proved to be highly cost effective when compared to the other solutions we researched. Some of them were too complicated, and others were prohibitively expensive. DeviceExpert emerged the best choice on all counts. "



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Putting DeviceExpert to work was a breeze: We set it up and deployed in our production environment in less than two hours: the administrator notes. "The product was highly intuitive. All our administrators started using it immediately- no training required:

The Network Configuration Manager Difference

ManageEngine Network Configuration Manager has rapidly become one of the favorite network infrastructure management solutions at the news agency as it has brought a welcome end to the cumbersome, manual configuration management practices.

"We now have centralized control over the configurations of all of our equipment. With nightly configuration backups, we are able to easily retrieve any configuration version whenever needed," points out the administrator.

In particular, the reports generated by NCM greatly help in achieving unified administration of the diverse network. "The configuration changes report depicting the specific changes done by users is presented in a highly user-friendly format: he adds. "This report helps in seamless transfer of control of devices from one administrator to another in our environment where administrators keep changing between locations. They are always aware of what changes have gone in to a device:

"The real-time configuration change detection mechanism of NCM comes in handy in monitoring the changes that are being deployed on the critical equipment in production: states the administrator. "With accurate reports on the specifics of the changes along with detailed information on who made those changes provide complete visibility and control over changes:

The automated approach for pushing configuration changes has helped improve the productivity of network administrators. "Earlier, routine change tasks were eating away our time significantly; he points out. "With NCM, the changes are being pushed to multiple devices in one go, in a fully automated fashion. Administrators are now able to concentrate on the other important network administration tasks:



"What we like the most about DeviceExpert is that it is a complete product that comes bundled with everything needed for a holistic, unified NCCM, the administrator declares. We rely on it for day-to-day administration and it has proved to be solid in managing multi-vendor devices from Cisco and others. DeviceExpert is indeed a great solution to have, and we are very pleased with the solution."

With its reputation for maintaining the highest standards of objective, accurate journalism, the premier news agency keeps attracting new subscribers globally. Today, over 700 network devices are being used in production, and more devices are being constantly added to keep up its service. With Network Configuration Manager aiding in configuration management, the IT division of the news agency is not worried about managing device configurations anymore.

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About Network Configuration Manager

ManageEngine Network Configuration Manager is a web-based, multi-vendor network configuration and change management (NCCM) solution for switches, routers, firewalls and other network devices. Trusted by thousands of network administrators around the world, Network Configuration Manager helps automate and take total control of the entire lifecycle of device configuration management. For more information on Network Configuration Manager, please visit <http://www.manageengine.com/network-configuration-manager>.

About ManageEngine

ManageEngine delivers the real-time IT management tools that empower an IT team to meet an organization's need for real-time services and support. Worldwide, more than 72,000 established and emerging enterprises-including more than 60 percent of the Fortune 500 - rely on ManageEngine products to ensure the optimal performance of their critical IT infrastructure, including networks, servers, applications, desktops and more. ManageEngine is a division of Zoho Corp. with offices worldwide, including the United States, India, Japan and China. For more information, please visit :

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