

# UK's Largest IT Services and Outsourcing Company Relies on Network Configuration Manager to Centrally Manage and Control Network Infrastructure



A BPO giant in the UK deploys NCM, streamlines network configuration processes, ensures compliance to PCI-DSS, and bolsters security by preventing unauthorized changes to network infrastructure

Organization: An IT Services & Outsourcing Company

Industry : IT/ITES

Location : United Kingdom

Business Challenge :

Lack of centralized control over the network devices spread across multiple sites making it very difficult to rollout even trivial changes; keeping the device configurations in top-shape; preventing unauthorized configuration changes to ensure network security; continuously monitoring device configurations for compliance to pci-dss.

Solution: Manageengine Network Configuration Manger

Why Network Configuration Manager?

- Secure, reliable, robust
- Highly user-friendly, intuitive, easy-to-use
- multivendor devices support
- comprehensive IT compliance reporting
- cost-effective

**ManageEngine**  
Powering IT ahead

## The Challenge

IT and network infrastructure constitute the critical assets of callcenters and outsourcing companies as business continuity directly depends on the availability and performance of these assets.

In the U.K., a trusted IT services and outsourcing company has been offering varied services for the past 40 years. This company employs more than 100,000 employees and delivers mission-critical services to government and private clients in over 30 countries. With 'Customer Focus' as its motto and differentiating factor, the organization is keen on keeping its promise on delivering value to the customers.

The IT division of the company's call center relies on disparate devices, including telecommunication devices, network devices, and virtual and physical systems. Network devices that are spread across diverse locations form the backbone of network operations, and the network administration team shoulders the responsibility of managing the devices and ensuring their availability, performance, and utilization.

While business operations kept demanding frequent changes to network devices, the network administration team had to remain extremely cautious when rolling out changes. Even trivial manual errors could cause a network outage or a serious security threat. Administrators had to spend a significant part of their time manually managing the equipment and planning for routine changes.

"In our network, devices are spread across multiple sites," said the IT operations analyst at the organization. "Keeping all of them in top shape was a big challenge. Especially when changes were to be rolled out to multiple devices, a great deal of coordination was required among administrators in each site. We increasingly felt the need for centralized control over the devices."

“With cyber-threats looming large, we were in need of an automated mechanism to prevent unauthorized changes to network devices. Since we deal with a large number of customers in various business domains, ensuring that our network devices remain compliant to various IT regulations was crucial,” said the analyst.

### The Solution



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We found deviceexpert to be extremely user-friendly and highly cost-effective. The other solutions we evaluated were equally capable, but were either highly complicated or expensive. In addition, one of our ex-colleagues strongly recommended deviceexpert”

The network administration team of the company's BPO division had several key imperatives in mind while evaluating solutions to solve their network configuration management and compliance challenges.

They expected the solution to be simple, secure, reliable, enterprise-ready, scalable, and operationally efficient. They had to be able to check device configurations for PCI-DSS compliance as they are PCI certified. The network administration team expected the network change and configuration management (NCCM) solution to check compliance in fully automated fashion.

After evaluating various solutions, they came across ManageEngine NCM. “The initial setup itself proved that NCM had the potential to solve all our NCCM problems and satisfy our needs,” said the analyst.

“We found DeviceExpert to be extremely user-friendly and highly cost-effective,” said the analyst. “The other solutions we evaluated were equally capable, but were either highly complicated or expensive. In addition, one of our ex-colleagues strongly recommended DeviceExpert.”

Ultimately, the team deployed NCM. According to the analyst, “Deployment was very simple. We could set up the product and check its features and test suitability for our environment in less than an hour.”

## NCM Difference

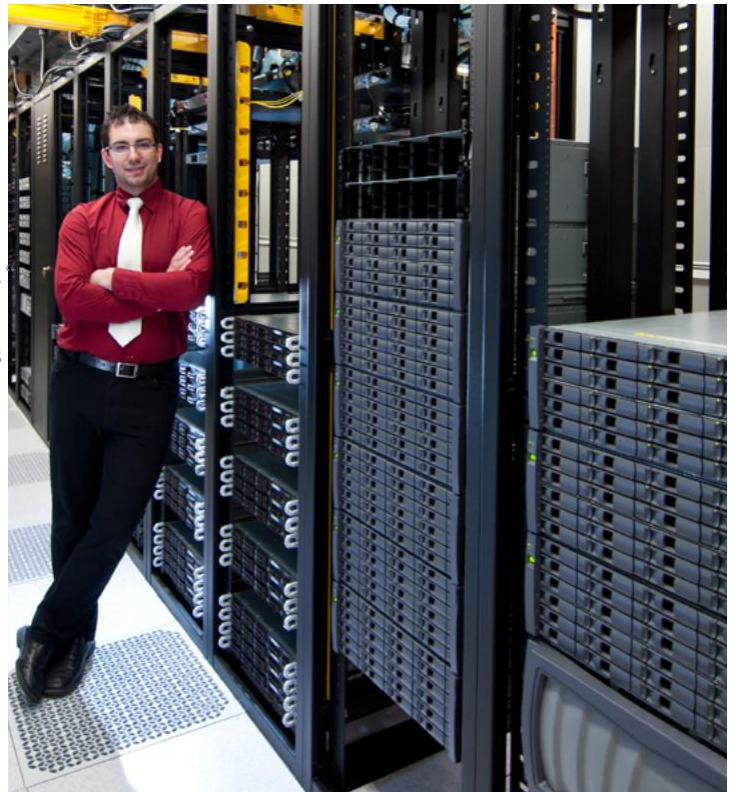
Many factors influenced the organization to deploy ManageEngine's NCCM solution NCM, but the most compelling NCM features included:

- the intuitive web-interface,
- informative inventory and dashboard,
- real-time change detection provisions,
- granular access controls,
- scripts and templates to automate tasks,
- pre-built PCI-DSS compliance policy,
- comprehensive audit records, and
- high availability architecture.

“With DeviceExpert, managing the growing number of devices – switches, routers, firewalls from multiple vendors, including Cisco, Juniper and others in different sites – has become much simpler as we have centralized control now,” said the analyst. “After deploying DeviceExpert, we have done away with many manual processes. DeviceExpert has improved the performance and overall security of the devices we manage on a daily basis.”


Compliance reporting provided by Network Configuration Manager is another highlight that proves highly valuable for the BPO giant. Being a PCI-certified organization, we are required to continuously monitor the devices for PCI-DSS compliance. NCM provides us the report on compliance status. We get to know violations immediately and initiate corrective action,” said the analyst.

The ability to push configuration changes to multiple devices in fully automated fashion has helped the administrators save time. “Even simple configuration



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Whenever changes are made to the devices, we get instant notifications. The change control mechanism helps in rolling back the unauthorized changes.



tasks done on multiple devices manually were consuming much of our time,” said the analyst. “DeviceExpert has changed all that. Recently, the IP of our monitoring system got changed and the new IP was updated in all the devices through NCM in no time. Of course, this is a very simple change, but could have potentially consumed a lot of time, if we had to do this manually.”

Monitoring configuration changes in real-time through NCM has ensured a great deal of control to the administrators. “Whenever changes are made to the devices, we get instant notifications. The change control mechanism helps in rolling back the unauthorized changes,” said the analyst.

While the change control mechanism provides the detection controls, the configuration approval process provides the IT team with much-needed protective controls. “Changes on certain devices have now been reserved for approval by the administrators. Changes are pushed only after scrutiny and approval,” said the analyst.

NCM’s automated, policy-driven approach has made it the favored NCCM solution at the organization. The analyst said, “Thanks to DeviceExpert, we now have the configurations of all our devices properly versioned and periodically backed up. We are very pleased with the product and we would happily recommend DeviceExpert to our colleagues in the industry.”

The BPO giant keeps winning new business projects and its operations are constantly expanding. With NCM in place, the network administration team no longer worries about device configuration management.

### **About Network Configuration Manger**

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, NCM helps automate and take total control of the entire lifecycle of device configuration management. For more information on NCM, please visit <http://www.manageengine.com/ncm>.

### **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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