

UNICEF improves IT uptime, maximizing employee productivity, and reduces internal monitoring costs with TechTell's Outsourced Element Network Monitoring Solution

Summary

UNICEF, a world renowned leader of children right advocates maintains teams and individuals that work internationally around the clock. As a result of global locations, UNICEF must proactively maintain 24x7 network uptime for maximum employee productivity with access to critical data.

Client Company Background

UNICEF is comprised of more than 7,000 women and men working internationally to promote and protect children rights. UNICEF advocates children rights and contributes to their well-being through programs that help them survive and thrive to adulthood. With representation in over 160 countries and territories, and 2004 income of \$1,978 million, UNICEF brings its influence to bear on the individuals and institutions that serve the youngest generation. UNICEF is comprised of national committees across 37 countries and executive delegates from 36 countries.

Business Challenge

100% availability of critical business applications for end-users globally. UNICEF required a comprehensive solution to monitor their IT networks that was easy to integrate, could rapidly fix any on-going network problems, and minimize up-front implementation and monthly monitoring costs. TechTell's monitoring solution addressed each of these areas to satisfy both business and technology requirements. Vital to UNICEF's needs was the ability to monitor systems 24x7 without an in-house dedicated staff. Primary systems UNICEF needed to monitor, are; Lotus Domino Server, SQL Servers, Symantec Mail Gateway, and File Servers.

Solution & Process

Over a three to five day period, TechTell professionals remotely enabled UNICEF with a fully functional monitoring solution. The process began with a phone consultation between TechTell engineers and UNICEF's IT team to understand UNICEF's needs and map the pertinent network information.

After internal review of UNICEF's needs, TechTell engineers assigned the best applicable hardware appliance (M5500) and configured the unit before shipping to the UNICEF IT team for implementation. In a collaborative remote effort, the appliance was successfully installed, tested, and escalation and contact information was populated into TechTell's T'aira software for alarm and client dictated escalation processes. Lastly, TechTell provided company training to UNICEF staff to become familiar with the client web reporting application, and protocols for alarm alerting, escalation, and resolution.

Solution Overview

Company:

UNICEF USA
New York, NY
www.unicef.org

Company Profile:

International private not-for-profit organization created by the United Nations in 1946 to protect children rights.

Business Challenge:

- Maximize IT Uptime
- Consistent Monitoring
- Minimize in-house monitoring costs

TechTell Solution

- M5500 Monitoring Appliance
- T'aira Software
- 24x7 Element Monitoring
- Alarm Alerting and Escalation

Benefits:

- 24x7 NOC Monitoring
- Trouble Isolation
- Live Call Resolution
- Outsourced Costs

Monitored Elements

- Lotus Domino Server
- SQL Servers
- Symantec Mail Gateway
- File Servers

Customer Testimonial:

"My overall experience with TechTell has been outstanding. The network operations center has always been very prompt and knowledgeable in the level of service they provide to the US Fund for UNICEF."

- Abe George
Manager, Computer Operations
UNICEF USA