Networking Managed Services
Business blueprint

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Executive summary

If you are in business today, you have a network that provides the foundation for your business operation. More and more, every phase of your operation depends on the network being always available and fast. Enabling your employees, vendors and customers to connect is not a luxury — it is the only way you can do business. As more and more dependency and demands are placed on your network, you must continually improve how you manage this service to provide value to your business and to meet your business goals.

It is a pretty complex network — it can tax your resources just to keep up with the myriad of problems resulting from increased usage and complexity. You would like to move from spending your time chasing after daily problems and start investing more in providing strategic value to your business by improving the service you provide, operating at higher efficiencies, offering new services and meeting cost management goals.

Whether you face higher usage demands, resource constraints, merging networks, outsourcing options, new market opportunities or competitive threats, you can employ management tools that help you simplify the complexity. You can move from just keeping up with the network to managing the network as a critical service to meet your business goals.

EGC's solution for managing today's complex and dynamic IP networks brings together cutting-edge management software, services, support and training needed to achieve this goal. The EGC solution helps you:

● Increase your service levels through optimized performance and availability and by rapidly introducing new network services with minimal disruption
● Decrease your IT cost structure by proactively managing the entire network and its impact on business services for a higher return per staff member and asset
● Provide a valued service that promotes your company's business objectives through consistently meeting availability and performance service level agreements and providing strategic services for new growth opportunities

EGC's experience and leadership in the management of Adaptive Enterprises help you maximize your return on your IT investment.

Figure 1. Managing the dynamic network
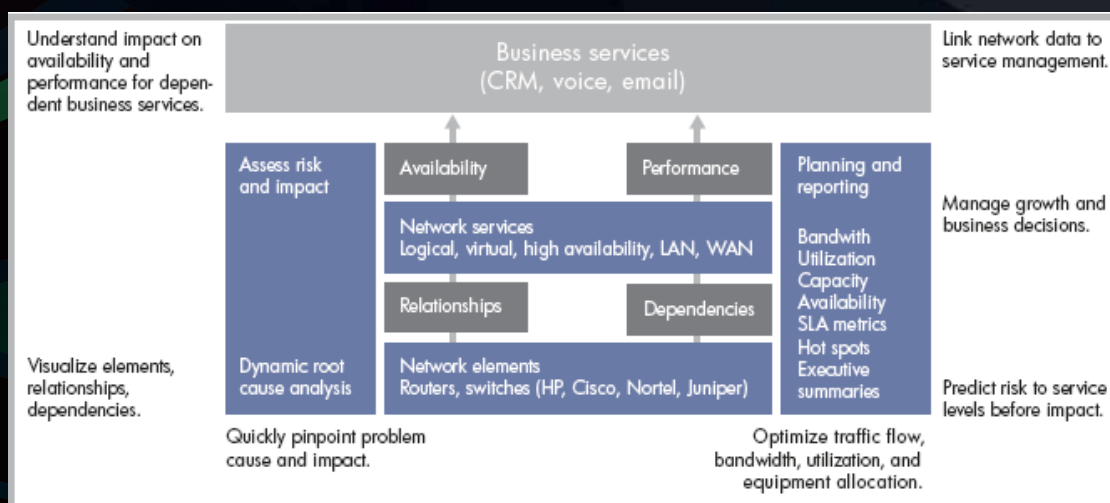
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Managing today's complex and dynamic IP networks with EGC

Today's networks are designed to be self healing, robust and highly available. These results in higher complexity and more challenges to effectively manage your network as a service to your business. EGC can help you meet these challenges by working toward three key goals—increasing service levels, decreasing costs and providing value to your business.

Increase service levels
● Gain comprehensive views of your network elements, relationships, dependencies and services.
● Increase insight into the impact of activities within the network on business services.
● Handle increased usage and complexities of network data and voice traffic.
● Optimize bandwidth and equipment needs with planning and reporting tools.

Decrease cost structure
● Shift the time required to maintain your network to more strategic activities that provide value to business and higher efficiency return per staff member.
● Automate time consuming tasks.
● Achieve maximum efficiency of current assets (staff, equipment).
● Plan for bandwidth and capacity needs and determine purchase/lease decisions.
● Predict traffic flow, problems and risk to SLAs before they disrupt the network.
● Train staff for shorter learning cycles.

Provide a valued service
● Generate custom reports for both business and technical management with precise tracking and reporting of data from any source.
● Prove SLA performance.
● Optimize resource allocation.
● Increase staff efficiencies.
● Adapt to increasing complexity and demand.

Value proposition

EGC brings you the commitment and accountability to provide the highest technological advancements packaged in a cost-efficient and easy-to-use solution that helps you solve your critical network management challenges. EGC delivers a comprehensive and industry-leading solution for managing today's complex and dynamic networks to enable companies to:

● Increase service levels
● Decrease IT cost structures
● Provide a valued service to the business

Simplicity: Visualize, troubleshoot and analyze network elements, relationships and dependencies to support critical business services.

Agility: Predict and prioritize potential risks to services and metrics and incorporate new services and technologies with minimum disruption.

Value: Leverage existing assets to maximize availability and optimize bandwidth to meet business needs and free up valuable resources to focus on other strategic priorities.

Maximize your return on investment

Each business has unique metrics to measure its return on investment. Generally, there are four main categories: cost savings, agility in providing services, network availability and performance, and mean time to repair (MTTR). With EGC solutions at work, EGC customers are achieving measurable returns in all of these categories.

Cost savings
One EGC customer reported that it "measured considerable cost benefits that more than compensate for our total cost of ownership." The customer reaped savings through capacity planning by determining whether to buy or lease circuits and have annual recurring savings of $700,000. The same customer also reduced customer calls totaling $30,000 per year and improved customer satisfaction by reducing outages. In addition, EGC solutions have helped customers:
● Reduce engineering time required to make network changes from weeks to hours.
● Reduce security threats.

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Agility in providing services to their internal and external customers

George Billionphone of Smart CSG says, "Our expectations are that we will be able to achieve a 16 percent efficiency increase with Network Node Manager thereby improving our service capability to customers. For our largest customer, we have done a preliminary ROI measurement and the indications are that we are going to achieve a 20 percent efficiency gain for them."

Improved availability and performance

EGC customers report seeing significant performance improvements with the EGC Performance Insight utilization monitoring and reporting and the ability to proactively understand when there are potential risks to their network operation. With the rich set of tools to troubleshoot problems, disruptions and downtime are significantly minimized.

Faster problem resolution

Advanced dynamic root-cause analysis capabilities provide significant reductions in the time required to identify and repair problems which translates into cost and resource savings and improved availability.

Product review

EGC Network Node Manager Advanced Edition
Offers network fault management of complex networks, enabling insight into network infrastructure and network relationships/dependencies, along with advanced root-cause analysis for fast problem identification and resolution.

EGC Network Node Manager Advanced Edition Smart Plug-ins
Provide support for additional protocols, technologies and services.

EGC Route Analytics Management System
Provides network fault and performance management for deep analysis and visualization of dynamic routing infrastructure at near real time for fast identification and resolution of difficult-to-diagnose network problems.

EGC Route Analytics Management System Smart Plug-ins
Provide additional support for specific routing protocols.

EGC Performance Insight
Provides performance management to collect, analyze, summarize and report on management data from networks, systems and services.
Includes capacity planning, bandwidth utilization and the ability to predict risk to SLAs and proactively resolve.

EGC Performance Insight Report Packs
Provide specific business and technical metrics. Out-of-the-box reports can be easily customized for specific user needs.

Risk	Mitigation
Lacking accurate data to make good business decisions	The EGC solution offers precise tracking and reporting from a variety of rich data sources to help ensure that data is accurate and timely.
Reacting to problems in the network only after they occur and after SLAs are violated	Predictive tools enable you to manage network services and SLA risks, bandwidth utilization, equipment planning, network outages and service impacts.
Underutilizing investments in resources, skills and equipment	Management software brings together disparate environments, combines intelligence and automation, and provides a highly scalable solution that allows more management capability per server to grow with existing or less equipment.
Lacking the ability to maximize investments with limited staff and budgets	Management software brings together disparate environments, combines intelligence and automation, and provides a highly scalable solution that allows more management capability per server to grow with existing or less equipment.
Spending valuable staff time and resources to integrate point products that yield an ineffective solution	EGC provides the integration within the network management solution and across the broad EGC IOS portfolio of solutions and products. EGC also provides one-vendor partnership and accountability. Customers have seen reduced implementation and maintenance costs with integrated solutions, compared to using point products they have to stitch together.
Being forced to purchase an entire solution all at once	With EGC, you have the flexibility to phase in the components based on your business needs.

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A complete solution

Get the most from your software investment
EGC provides high-quality software services that address all aspects of your software application life-cycle needs. With EGC, you have access to standards-based, modular, multi-platform software coupled with best-in-class services and support. The wide range of EGC service offerings— from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

Comprehensive training
EGC provides a comprehensive curriculum of EGC IT Service Management courses. These offerings provide the training you need to realize the full potential of your EGC solutions, increase your network optimization and responsiveness, and achieve better return on your IT investments. With more than 10 years experience meeting complex education challenges worldwide, EGC knows training. This experience, coupled with unique insights into EGC software, positions EGC to deliver the optimum training experience. For more information about these educational courses, visit : http://www.egcsolution.com

The smartest way to invest in IT
EGC provides innovative financing and financial asset management programs to help you costeffectively acquire, manage and ultimately retire your EGC solutions. For more information on these services, contact your EGC sales representative or visit : http://www.egcsolution.com

Why EGC?

The real value to your company from EGC's Adaptive Enterprise strategy is the full breadth and depth of solutions to bring together people, processes and technology. EGC offers the complete end-to-end IT services management solution with the integration of the infrastructure, application and business services management for one-vendor accountability and support.

EGC

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