



ASSIGNMENT

CLIENT



INDUSTRY

Leader in Digital Services (SSII).

WORLDWIDE

Europe, Amérique du Nord, Amérique du Sud, Asie, Afrique.

Présent dans plus de 50 pays.

SUBSIDIARIES

Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, Unify and Worldline.

NEEDS

- Operate in remote and in real time when network or applications malfunctions or encounter performance degradations.
- Have customized and customer-orientated dashboards.
- Own a multi-sites view on a unique and exclusive solution.

ATOS analyses customers' network and business flows with H5 AUDITS solutions.

ATOS is one of the first created Information Technology and Services Company. The group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Security solutions to enhance customers IT performance all over the world.

SOLUTION SELECTION

To improve its services portfolio, ATOS wanted to offer visibility and reporting onto network and applications flows of its customers.

ATOS also wanted to have an architecture of metrics capable to meet all monitoring requirements of exchanged flows between customers and IT resources hosted in one of its datacentre.

Christophe MOUTINARD, ATOS Tools and Metrology Manager, who was involved in the tool selection, declares: "H5 audits team was already recognized within our organization for the quality of their provided services and their professionalism.

They promoted their H5-Appliance solution in association with VSS Monitoring solution. We validate H5-Appliance after a long and strict selection. Set-up configuration is a H5-700 appliance (10 Gigabits) deployed on one of our Datacentres with one VSS solution composed of one V2x16 model and several V4x1 deployed upstream".

Aggregation VSS Monitoring boxes allow to compile up streamed flows towards H5 solutions implemented. Small VSS boxes are located in different rooms as near as possible to the flows that are forwarded towards the aggregation box located in the same room as the H5-700 appliance.

To have a fine and detailed visibility on network customer usage, ATOS needed a metrology solution for the network and all applications hosted in the 16 rooms' Datacentre to :

- **Answer** all customer needs regarding real-time monitoring and reporting in a remote mode. No need to allocate one IT resource on site to collect data.
- **Collect** information and relevant metrics to produce customized graphs and reports on available data for each client such as :
 - Flow matrix (who discuss with who, who does what?)
 - User response time per business application.
- **Complete supervision** information with **alerting** in case of significant degradation of a customer business critical application.
- **Monitor** several 1G access links with a unique and sole configuration.

A FEW WORD...

DIGEST

To perform their IT services, ATOS needed visibility, accurate and customized analysis to answer their outsourcer core business needs. ATOS fulfilled these fundamental needs thanks to H5 audits specialized in monitoring and troubleshooting solutions that qualify and answer Telco and IT team requests.

BENEFITS for ATOS

- ⇒ Complete solution (aggregation and monitoring solutions with performant reporting).
- ⇒ Reports production, multi-contexts, multi-users.
- ⇒ Flows decodes / VLANs tag (H5-Appliance).
- ⇒ Easy graphs edition by drag & drop (H5-Dock and H5-Performance Reporter).
- ⇒ User-friendly and powerful data's drill down & forensics (H5-Appliance).
- ⇒ Time savings and efficiency benefits for the network team thanks to user-friendly and ease
- ⇒ of use of the H5-Appliance (H5-700) throw H5-Dock and H5-Performance Reporter GUI.
- ⇒ Simplified management of network analysis system.
- ⇒ Costs optimization since only one unique and sole solution is used to manage all hosted customers.

ATOS uses H5 solution for internal usage to :

- Get **fine-grained and detailed reporting** regarding flows evolutions on one's client usage to perform capacity planning analysis.
- Broadcast information & ease communication between different departments : **CIO, IT manager, network, helpdesk & operations.**

H5 AUDITS SOLUTION DEPLOYMENT

« *Solutions have been quickly and easily installed and deployed on our Datacentre. In total, only half- day was requested to provision and implement the solution (H5-Appliance and VSS Monitoring boxes).* »

« *H5-700 solution is designed to process Big Data (1 800 000 pps). It allows to promptly answer all requests issued by our contacts in a time frame compatible with our operational mandatory duties.*

V2x16 VSS box allows to aggregate all flows issued from one zone of the Datacentre and to forward them towards the H5-700 solution to perform flows measurements and investigations. No need to allocate a resource on site to get the solution on monitoring mode, simply send a data mixing request of monitored port towards copper aggregation box available in all DC rooms. In few minutes, information is identified. We need to select the VLAN which refers to client ID, a time frame and metrics to drill-down in customer data's. Provided indexes to monitor application performance exonerate easily and quickly the network if this one is not technically responsible. »

« *Biggest strength of the solution is to allow IP flows visibility for each hosted customer : real time and multi-context reporting / per client with one H5-Appliance solution. Being a major information Technology and Services Company, we have customers who have identical IP addresses mapping. H5 audits offered a very competitive solution customized to our specific needs.* »



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