ASSIGNMENT

CLIENT

Club Med

INDUSTRY
Leisure, Travel and Tourism

INDUSTRY POSITIONING
Luxury & members-friendly

CLUB MED WORLDWIDE
Europe, Africa, Asia & Americas
68 clubs in 26 countries

NEEDS
• Monitoring business applications Performances
• Identification and troubleshooting of degradation and malfunctions
• Monitor and correlate all measured data's roll out overtime.

CLUB MED relies on H5 AUDITS monitoring and reporting solutions

The worldwide leader and the inventor of « all inclusive » vacation clubs chooses H5 audits to guarantee its network and business applications efficiency.
Business applications are used worldwide - by all French and International sites.

CLUB MED NEEDS
To meet its goals, CLUB MED needed a global visibility and analysis solution of their business applications and global network. Applications are used by managers located worldwide either in agencies or in clubs - "villages" via a remote access of applications outsourcer.
CLUB MED request was to:
• **Monitor business applications performances** available on its network (including VOIP).
• **Identify malfunctions origins** in case of user complaints or applications' slowdowns.
• Allow users **to easily drill-down to point to problem sources** : geographical, site, network, application, server, etc.
• **Monitor and correlate** all measured data's roll out overtime (hours, days, months, years).
• **Manage MPLS links** and Internet accesses to **optimize** Telco budget allocations and control upgrading.

CLUB MED has implemented 3 units of H5-Appliance in France and 2 Internationally. IT department access to all solutions wherever located and is having a centralized and global visibility.
H5-Appliance has its own database and can be accessed by users from all locations. Solutions are stand-alone and autonomous. They can decode high flows volume. Metrics are produced on the fly from the collected traffic. Managed objects allow specifics and dedicated views of clubs, travel agencies and IT locations. Business flows enable to name in a comprehensive way all business applications that are used between all sites.
Xavier ALBIRA, network engineer, reveals : *«Key feature of H5 audits solutions is without any doubt, "monitored objects" that matched our requirements. We build a list of sites with reference to their IP addresses and define them as an object. H5-Appliance solution collects information for all referenced objects. »*

Xavier continues : « *All these metrics are available via an organized directory tree (IP address source, destination, TCP/UDP Port). Analysis of our network is eased and allows instantaneous visibility for all flows.* »

MONITORING & ANALYSIS

Data's that are produced by H5-Appliances are displayed via tables or graphs available on H5-Dock and H5-Performance Reporter GUI.

Depending of habits or usage, users can work with both GUI to access data. It is important that administrators get warnings (alerts or email) and understand causes of problems.

Xavier ALBIRA states : « *We need to monitor closely business applications usage, specifically the ones that are out-sourced by some departments. We imported an Excel list of all sites in the H5 audits solutions. Monitored objects creation was fast and easy. We were able to consider immediately first metrics and access quickly to the first reports. H5-Performance Reporter gives an instantaneous view on bandwidth usage and global IT performance.* »

A FEW WORD...

BENEFITS

⇨ Solution is mutualise to all audiences

⇨ Easy to use in critical situations

⇨ Identification & grasp of root-cause incidents and quick resolution.

- o Resolution of recurring problems such as: Applications performance issues from remote sites (clubs and agencies) that happened on daily basis.

⇨ Facilitate communication between all departments :

- o CIO/IT Management,
- o Network Engineer,
- o Helpdesk
- o Operations (Finance, Marketing, Human Resources...)

« *Thanks to H5-Appliance, we are able to answer following problem : Which application or PC is getting the WAN saturated? H5-Appliance solutions immediately and directly answer the network team's technical issues. Based on H5-Appliance solutions analysis, users tuned their IT usage behaviours.* »

H5 AUDITS SOLUTION « ALL IN ONE »

CLUB MED needs to broadcast daily reports of applications performances for all sites (agencies, clubs and headquarters) to its management and IT teams to supply visibility as they need.

All-in-one software architecture of H5-Appliance provides the requested visibility feature for all audience; such as CIO, IT manager, network engineer, helpdesk or operations. Thanks to simple, intuitive and complete reporting GUI, all-in-one solution allows real-time communication with all people that need visibility of the network and applications.

Xavier ALBIRA continues : « *H5-Performance reporter **fulfils our visibility and reporting needs**. With its customized and adapted configuration, we are capable to response daily communication needs via reports and dashboards that are available for IT team and all people referenced in the reporting interface. Access to information is immediate for both **real-time data's and history. Exchanges between IT and operations get simpler** and easy by using business dashboards [...].*

*« Drag & drop » feature allows to get **simple, complete and intuitive graphs** for a selected time frame. We can forward **comprehensive and visual information** to the helpdesk department. Reporting portal generated dynamic reports in html and/or pdf format allowing easy broadcast.* »

« H5-Performance Reporter broadcasts the right information to the right person at the right time and in the right format. »

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