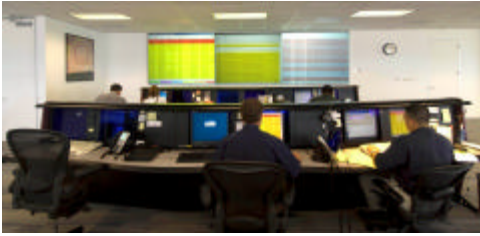


Managed Service Provider Realizes Significant Benefits By Replacing Open Source with ServicePilot ISM



Customer

e-Equal offers a range of managed infrastructure and hosting services via satellite and radio owned network or MPLS and Internet VPN networks in 45 countries. They also offer application performance and security services.

Challenge

e-Equal relied on several different open source products. It had invested nearly 5 years in programming these products and related extensions, but it was becoming too difficult and costly to manage and support.

Solution

ServicePilot ISM was implemented and enhanced to meet their objectives.

Results

"We're very pleased with our decision to replace the open source products with ServicePilot ISM. We prefer to focus on our area of expertise, which is the IT Managed Services, and to let the experts at ServicePilot focus on doing what they do best." [Philippe de Lussy, CEO, e-Equal]

e-Equal provides managed services to businesses and organizations in Europe, Africa, the Middle East and Central Asia. They currently control and supervise over 500 network nodes and hundreds of servers. For years they had relied on several different open source products. The solutions worked reasonably well, but they lacked key functionality. For example, e-Equal wanted to present different objects to users depending upon their area of responsibility.

They were unable to achieve what they required for their customers, so e-Equal decided to develop interfaces for managing access rights and object interdependency. The company invested nearly 5 years in programming these and other extensions to the open source products. Unfortunately, with each new release of the open source software, they had to re-program the adaptations that had been made. Moreover, maintaining the software added more support costs.

"Contrary to what many people think, Open Source is not magic and it's not free." [Philippe de Lussy, CEO, e-Equal]

They discovered that ServicePilot ISM had most of the functionality they required. ServicePilot Technologies committed to enhance the event correlation functionality to reduce the number of false alerts, and the two companies collaborated closely to achieve the 100% coverage required by e-Equal.

As a result of replacing its open source monitoring tools with ServicePilot ISM, e-Equal has been able to realize significant benefits:

- **Proactive monitoring:** Highly accurate indicators report the current status of a particular device and the rate at which it will degrade.
- **Correlation:** Alerts can be treated via smart rules, so the number of alerts can be drastically reduced to the ones that really need to be addressed.
- **Reporting:** Support for custom indicators and a very high degree of accuracy enable e-Equal to precisely define service levels and automatically report their performance against contracted SLAs.
- **Cost savings:** e-Equal has eliminated the cost of development and maintenance of the open source tools, as well as reducing the cost and complexity of operating its IT infrastructure.

About ServicePilot

www.servicepilot.com

ServicePilot offers business and technical views of infrastructure to ensure quality of service and high performance levels for critical applications. ServicePilot ISM combines fault management modules, performance management, SLA management, VoIP management and capacity planning within a single platform.

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