



Cbeyond

Cbeyond Improves Customer Experience and Operational Efficiency with BMC Atrium Orchestrator Run Book for Network Problem Management

Key Benefits

- > Lowered Mean Time To Repair (MTTR) by automatically diagnosing and repairing common network problems, improving customer satisfaction and reducing operating expenses.
- > Centralized control of all automation provides more timely and accurate problem status information to customers and supports automatic generation of reports and audit trails.
- > Full integration between the CMDB and problem management tools assures real-time access to the most current configuration data for use in triage, diagnostic and remediation workflows.

The Result

- > Automated triage, diagnosis and remediation of network outages
- > Advanced event enrichment with integration to key support systems
- > Real-time operator dashboards
- > Return on Investment in six months

The Environment

- > BMC Atrium Orchestrator Run Book for Network Problem Management
- > BMC Atrium Orchestrator installed on four Intel-based Red Hat systems
- > BMC Atrium Orchestrator Adapters for IBM Netcool, Seibel, MySQL and InfoVista
- > BMC Atrium Orchestrator Perspective Portal for real-time dashboard

Cbeyond Communications is a pioneer and leading provider of voice, data and hosting services for small to medium size business. The company manages these services over a private, 100-percent Voice over Internet Protocol (VoIP) facilities-based network. Cbeyond provides service to customers in Atlanta, Chicago, Dallas, Denver, Houston, Los Angeles, and San Diego.

CHALLENGES

Cbeyond's growth over the past five years has been nothing short of astounding. Their service provides voice, data and hosting to over 20,000 businesses. They also have a very high commitment to customer satisfaction, providing aggressive service level agreements (SLAs) and 24x7 operations. Their network of over 25,000 network devices and large data centers creates unique issues for managing such a complex infrastructure. As new services are offered or new markets opened, the ability to scale Cbeyond's operations is key to continuing to deliver its competitively differentiated customer service and pricing.

SOLUTION

Cbeyond deployed BMC Atrium Orchestrator to primarily automate incident and problem management ensuring high-availability of all IT assets. Utilizing BMC Atrium Orchestrator Run Book for Network Problem Management, Cbeyond automated their network event processes by automatically diagnosing and fixing network issues. Rules configured in BMC Atrium Orchestrator allow actions to be prioritized according to customer and business requirements. Full integration with Cbeyond's service desk application allows for automated ticket generation, escalation to appropriate responsible groups and status tracking. Cbeyond also utilized the advanced dashboard capabilities of the BMC Atrium Orchestrator Portal to allow network operators to customize views of prioritized events. BMC Atrium Orchestrator allowed Cbeyond to audit all actions taken by operators or performed automatically.

Using the power of BMC Atrium Orchestrator's integration capabilities, Cbeyond extended the integration of their CMDB to problem management tools. This 'federated' model allows network operators to access configuration data real-time and for BMC Atrium Orchestrator to incorporate CMDB data into automated workflows for triage, diagnosis and auto-remediation of IT issues.

"By integrating our systems, we are able to provide our customers with more timely and accurate information," said Richard Batelaan, chief operating officer of Cbeyond. "BMC Atrium Orchestrator provided us with a framework for improving our customer's experience, while leveraging our scalable IP application platform to improve our operational efficiency and productivity."



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