



## “Partnerships are Crucial to Strong Networks – both in business and in technology”

BankWest Senior Manager Networks Telecommunications & Data Centre Facilities, Adrian Cowman emphasised the value of partnerships during his keynote speech at IMC's Compass 08.

“A partner is a vendor that becomes so intimate with the workings of your own organisation and who facilitates your requirements – to the degree that the vendor becomes an extension of your own organisation.”

Cowman opened his Compass 08 speech by announcing that BankWest has awarded IMC a two year Network Monitoring contract estimated to be worth \$2.5 million. Through its NetActive service, IMC will watch over more than 1,200 network devices on a 24x7x365 basis. IMC will also provide professional services to support ad hoc BankWest projects and initiatives.

“IMC needs to reliably provide this proactive, continuous validation that the environment is operating as intended. For us to outsource that role requires a proven track record; highly skilled and technically astute, committed people; and faultless service.”

Cowman advised that in order for any organisation to outsource such a significant responsibility to an outside supplier, a strong sense of partnership is imperative.

### To Partner or not to Partner ...

Discussing both the outsourcing and the insourcing models of network management and monitoring, Cowman deduced, “You outsource because a) it is too hard to do so you make it someone else's problem; or b) you run such a tight ship and have mature processes that it makes sense to delegate the leg work to an outside party.

“If you in-source, it either a) makes good economic and operational sense; or b) you don't run a tight ship with mature processes so the idea of paying another organisation to do the legwork is too complex or scary.”

### What do you want from a vendor?

Cowman recounted the questions to pose in order to clarify the value of their own business associations, “Will the vendor simply sell you something for the best price? Do you have a choice or must you make the best from a default vendor? Is your vendor preferred because the people are easy to deal with, provide good service and justify it's pricing model?”

In the case of BankWest and IMC, Cowman explained the strength of the partnership was indicated by the mutual benefits that go way beyond supply and demand economics. “BankWest benefits in our partnership with IMC by working with an organisation that understands and is motivated by our key challenges and business requirements. This means monitoring reliably as one of our Network Management resources; protecting our data security and our company branding and reputation; demonstrating flexibility by providing services that go beyond traditional network devices; and further into the future, potentially helping BankWest transition the network monitoring back in-house.”

The nature of a true partnership means that benefits work both ways and aside from the obvious, Cowman lists IMC's benefits, “Through working with BankWest, IMC will enhance its worth as an organisation and as an expert provider of technology services by expanding and continually developing its monitoring and management capabilities; improving practices and systems; growing the business based on economies of scale; increasing its client network through BankWest's affiliates; and not to be forgotten, having fun and making friends along the way!”

Ultimately, partnerships mean the difference between surviving and thriving. It is a distinction many could benefit from understanding as the economy's winter of discontent enters its first cold snap. It's time to separate the clever contributors from the hangers on and like never before, partnerships are king.

# IMC Communications

# Managed Services



**IMC Communications offers comprehensive and flexible managed service solutions to ensure that your critical IT Infrastructure is operating efficiently and returning maximum benefit to your organisation.**

Mature managed service offerings provide customers with a non-invasive, low risk approach to outsourcing. Providing specialised in-depth skills and competencies, flexible tailored support arrangements as well as opportunities to leverage the outsource's knowledge and skills in a consultative capacity as the IT environment continues to evolve.

IMC's Managed Services approach affords customers the closest possible match to an in house team of specialists without the HR headaches.

## PRODUCTS

- NetActive** – for your Networking infrastructure such as routers, switches, firewalls, WAN accelerators, load balancers.
- ServActive** – for your Server infrastructure such as physical servers, virtual servers, and supporting infrastructure such as SAN's and backup devices.
- VoiceActive** – for your IP Telephony related infrastructure such as voice gateways, call manager servers, voicemail systems.

# IMC Communications

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## FINANCIAL BENEFITS

- Decreased in-house training costs
- Decreased costs through efficient use of existing staff
- Higher productivity and less downtime results in reduced costs
- Manage costs more effectively through efficient budgeting of specialised areas.

## BUSINESS BENEFITS

### Efficiency

It's fair to say that most organisations do not get the most out of their IT infrastructure investment. The combination of a range of detailed Monitoring and Statistical tools in the hands of highly skilled and experienced specialists who understand the capabilities of your equipment means that we can do a lot more than just identify and resolve issues as they arise. Our aim is to ensure that your infrastructure investment is being utilised to its maximum potential.

### Flexibility and Agility

Our aim is to be accepted as an extension of your IT team. To do this we need to remain as flexible and agile as possible. We are open to your suggestions and will shape our services offering to suit your particular needs. Because we have developed and customised our toolset in-house we can act on your requests immediately. In fact, many of the current Managed Services features are the result of customer requests that have found their way into the core feature set.

### Visibility

Obtain greater visibility of what's going on in your IT environment through IMCs managed services. Use this knowledge combined with our engineering experience to confidently plan and manage the evolution of your IT Infrastructure.

### Control of your network:

- Expert team watching 24/7
- Expert processes – support & monitoring
- Issues resolved fast
- Control carriage costs
- Reliability = more uptime
- Network optimisation.

## FEATURES

### 24/7 Monitoring

Regardless of the product selected, IMC will monitor your equipment 24 hours a day. What we monitor depends on the particular device but you can be sure that if it's important to the health and stability of the particular device, we will monitor it. The following table illustrates some of the device health metrics we take an interest in.

	Up Down Status	Free RAM	Free Disk	Power Supply Status	NIC Status	Threshold Breaches	Bandwidth Utilisation	Link Status	Interface Errors	QoS Classes	Active E1 Calls	App Service	Open Connections	TCP Ports	Active VPN Connections
NetActive	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
ServActive	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
VoiceActive	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

IMC provides access to our monitoring tools so that you can see the status of your network via a secure web browser.

## STATISTICS

To obtain a true picture of the status and performance of any environment it is critical to capture relevant statistical information. IMC does this through a combination of a comprehensive graphing application, which is applicable to all managed devices. In addition a tailored NetFlow collection and reporting tool which is applicable to Network devices such as routers, firewalls and WAN accelerators.

### THRESHOLD BREACH ALERTING

IMC has taken the collection of statistical information further, allowing us to set useful thresholds on key graphs and then generate breach alerts that require action by the IMC Engineers. Not all breaches are faults e.g. a busy WAN link, but some definitely are e.g. Exchange server CDrive over 90% utilised. IMC Engineers treat each breach seriously and after some analysis make a classification, either "Normal Operational Activity" or "Fault".

### PREVENTATIVE MAINTENANCE TESTING

We test your environment in an effort to find issues before they become apparent. In the Networking space this means routinely testing backup links and failover scenarios. In the server space it means performing test restores of backups and virtual machine migrations.

### CONFIGURATION MANAGEMENT

Where possible IMC will collect and archive device configurations and present them via a web based config archive portal, which provides both version control and version compare features. This tool lends itself to network devices such as routers, switches and firewalls that require text based config files.

### ASSET TRACKING AND CONTROL

Every managed device is enrolled into our system. We record device details such as make, model, serial number, location, address, warranty/maintenance and contract status. This information is available to you in report format on request.

## ISSUE IDENTIFICATION AND FAULT MANAGEMENT

Once an issue has been identified, IMCs Engineers will take ownership and follow through to resolution. This often requires troubleshooting, gathering evidence, logging calls and management of third parties such as hardware vendors and Telcos. Throughout the investigation we will keep you informed via status update calls, emails and even SMS. Of course you will also have access to the IMC incident logging system so you can check ticket progress at any time.

## INFORMATION AND DOCUMENTATION REPOSITORY

It is critical that everyone is on the same page. To enable this IMC provides a Managed Service portal where all relevant documentation can be stored and accessed. Documentation such as processes, procedures, contact details, network schematics and SLA definitions are stored securely and accessible only to suitably credentialed individuals.

## DAILY, WEEKLY AND MONTHLY ACTIVITY REPORTING

You will receive emails daily, weekly and monthly containing summaries of all tickets relating to your environment, including tickets associated with both faults and scheduled changes. Hyperlinks from within these emails direct you to the call detail held in IMC Incident logging system.

## MONTHLY MANAGEMENT REPORT

Each month our engineers analyse the month's events and compile a management-style report that concisely conveys the month's events. It includes, all tickets, summarised and sorted by root cause, trends identified, capacity planning tasks and reminders, results of maintenance and testing tasks.

**FOR FURTHER INFORMATION  
CALL IMC COMMUNICATIONS  
ON (02) 9006 8200.**