



Maintel uses Highlight's Service Tiles to show potential Major Service Outages 'at a glance'

Maintel, a leading systems integrator and managed services provider, has embedded Highlight into all the services it builds and delivers to customers. Using Highlight's Service Tiles, the company has clear and simple visibility into how, where and by whom critical business services and applications are being consumed.

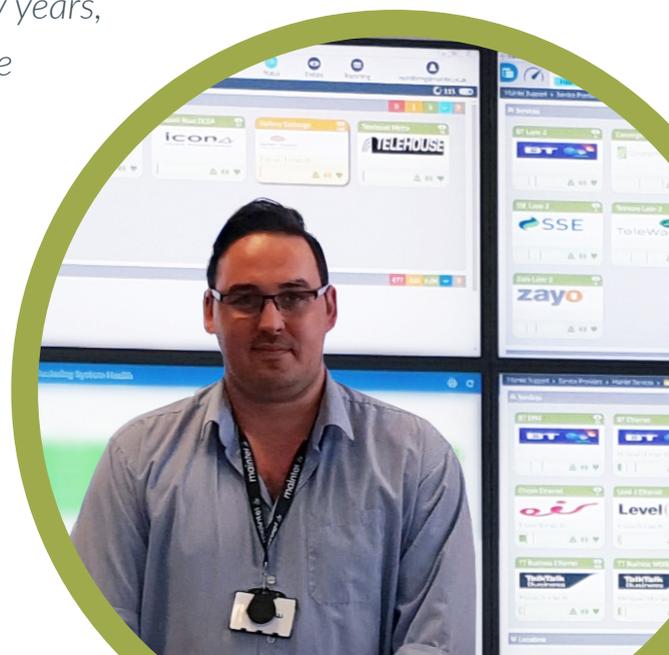
The need

James Clayton, a Network Operations Centre (NOC) Analyst, is part of the team responsible for managing Maintel's monitoring solutions at its NOC in Burnley. They deliver round the clock support to hundreds of large enterprises and public sector organisations as well as to thousands of smaller businesses who use their services. These include everything from Unified Communications systems, IP Telephony, Multimedia Contact Centres, Local and Wide Area Networking, Print and Document Solutions as well as fixed and mobile infrastructure, airtime and devices.

James worked with Highlight on the Service Tile updates. He says,

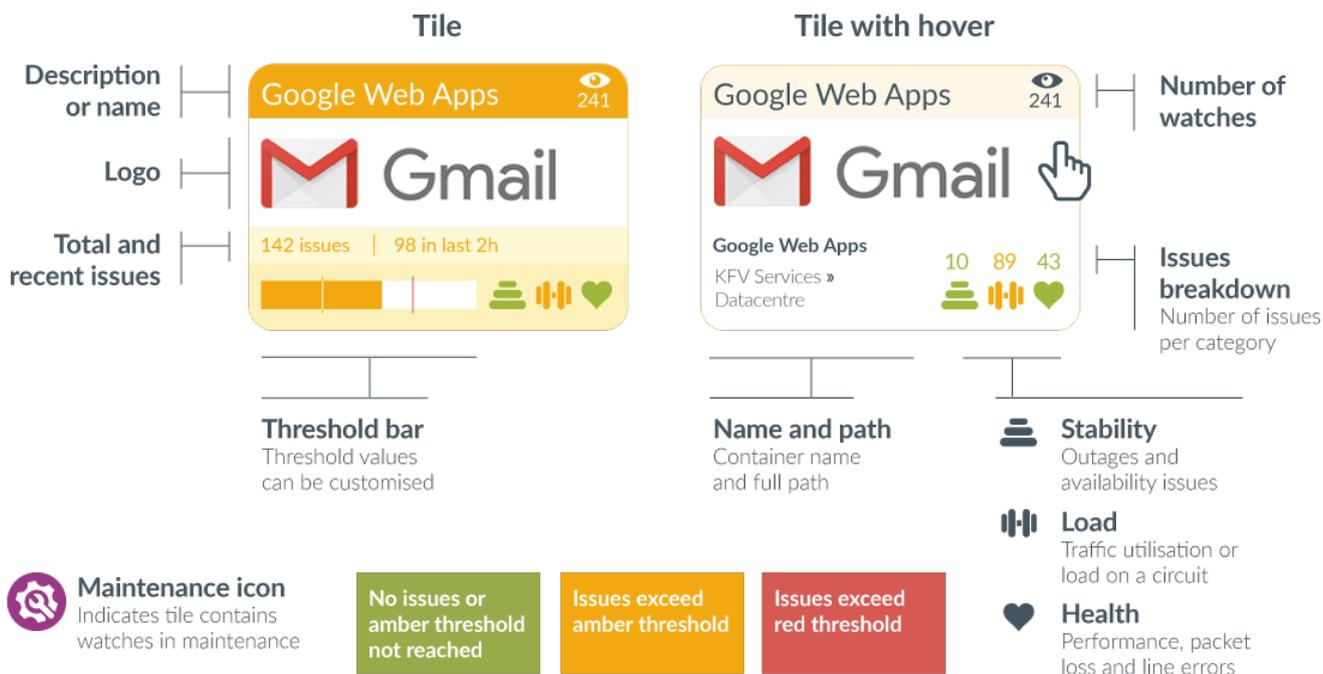
“ Highlight's previous tiles had served us well for many years, but we wanted to expand the monitoring to incorporate the latest managed service provider's requirements. Specifically, we wanted the tiles to be more intelligent and to detect Major Service Outages (MSO) whether at the high network level of individual service providers, through to the lower network level of individual customer solutions and locations. ”

James Clayton
NOC Analyst, Maintel



Results

According to James: “The new service tiles deliver greater intelligence and enable us to focus on averting potential network or application outages. When tiles turn amber as a warning or red for critical, the team can look at the Highlight wallboard to see, at a glance, the current state of all our data services.”



The new service tiles enable Maintel to customise the thresholds across all areas of the network to show potential issues at that moment in time, without including any long-standing problems. By hovering over a service tile, additional information shows the number of issues for each metric of stability, load and health.

James adds, “Highlight’s monitoring data gives us a holistic view across all our service providers, data centres, and networks. Most customers now use unified communications solutions which incorporate services and applications such as video conferencing, instant messaging and VoIP calls.”

“ With Highlight’s monitoring, we can quickly pre-empt potential customer issues whether it be a physical disconnection on the network or a configuration issue with the routing, VLAN’s, etc. We can even detect application access issues that are external to Maintel and the customer’s network. ”

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