



DICOS



Employs DX NetOps and AIOps solutions from Broadcom Software to Ensure 100% Network Availability, Greater Operational Efficiency, and Improved Customer Experience

PARTNER PROFILE

Organization: DICOS GmbH Kommunikationssysteme
Industry: Software and Service Provider
Customers: 110



Large companies often face major challenges—especially when it comes to highly complex landscapes. That's why multinational corporations with carrier-grade requirements benefit most from DICOS value-added services.

Business

DICOS brings it all together: The software and consulting company from Darmstadt, Germany successfully enables resilient IT infrastructures, ensuring seamless communication of systems around the world. With the focus on systems integration, monitoring, management and automation of network and system processes. DICOS takes over the planning, installation, and operation of IT services for the customer. Numerous major customers particularly appreciate the professional competence and success, having been using DICOS' individual management solutions for more than 20 years.

DICOS has been a valued partner of Broadcom for just as many years. The long-standing, extensive partnership is based on a shared passion for technology and innovation, as well as high quality standards for software solutions. DICOS has been familiar with Broadcom's network monitoring and AIOps solutions since their development; and customers benefit from this wealth of experience. That is why DICOS is one of Broadcom's strongest partners and, as a Value-Added Distributor and Expert Advantage Professional Service Partner, offering consulting, implementation, training, and sales at the highest level of quality.

Challenges

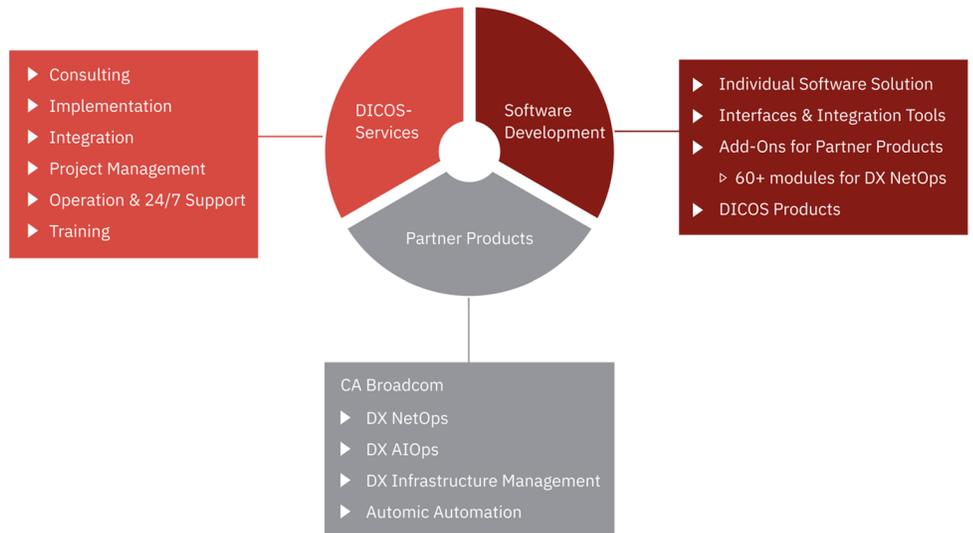
Large companies often face major challenges—especially when it comes to highly complex landscapes. That's why multinational corporations with carrier-grade requirements benefit most from DICOS value-added services. These systems often connect to over 100,000 devices and a failure would have major consequences for the company. DICOS is a specialist for critical cases and ensures a secure and seamless operating environment.

However, smaller companies that are subject to KRITIS, organizations or institutions that are essential for the public, also called critical infrastructure for example, also use the service of DICOS. Imagine the following situation: A company has 10,000 employees, more than 3,000 active network elements and 90,000 ports. Over the years, different monitoring and management solutions have been applied for the individual requirements, resulting in a highly complicated, heterogeneous infrastructure. What challenges does this company face in its daily operations?

Processes are slowed down by the various applications. Monitoring is made more difficult because many independent interfaces must connect to each other. Troubleshooting is impeded by a lack of transparency and poorly connected applications.

This was the case for the city of Frankfurt, for example, before it started looking for a uniform overall solution for its network environment. The requirement was to optimize routine processes, improve visibility and accelerate bug detection and fixing. DICOS was able to take care of these issues and improve City of Frankfurt's whole monitoring landscape with the help of the DX NetOps solution from Broadcom Software.

Figure A: DICOS offers a wide range of services



DICOS supports numerous customers, from small energy providers to multinational corporations with data centers spread all over the world.

Many companies find themselves in the same situation as the City of Frankfurt. But thanks to its expertise and experience with huge global network systems, DICOS can also competently support smaller, regional companies with critical infrastructure. The most important foundation of any project is a quick and thorough analysis of the requirements. Due to the cumulative expert knowledge of their employees, DICOS can quickly deliver creative, technical solution approaches that are perfectly tailored to the customer's needs.

Customer Environment

DICOS supports numerous customers, from small energy providers to multinational corporations with data centers spread all over the world. And they all have one thing in common: they rely on well-functioning network and infrastructure systems. That's why the first step is always to analyze the individual situation: What systems are in place? What is already being used successfully? Which interfaces can be used? And where are the weaknesses in the infrastructure? The answers to these questions must be given case-by-case. However, DICOS has already gained a wealth of experience from years of working with complex IT environments and has, for example, implemented over 100 additional management modules for DX NetOps network monitoring solutions from Broadcom Software. This technical expertise flows into every project and ensures customers a high standard of quality. That is why companies such as Telekom, Vodafone, and Merck also rely on DICOS' services for their Broadcom environment.

Figure B: DICOS offers customized extension modules that can be integrated into DX NetOps and AIOps or used as stand-alone services

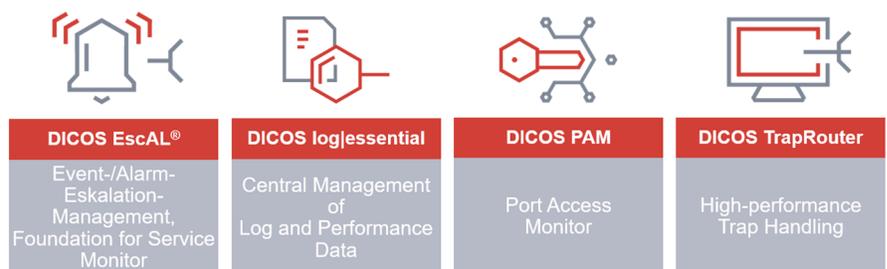
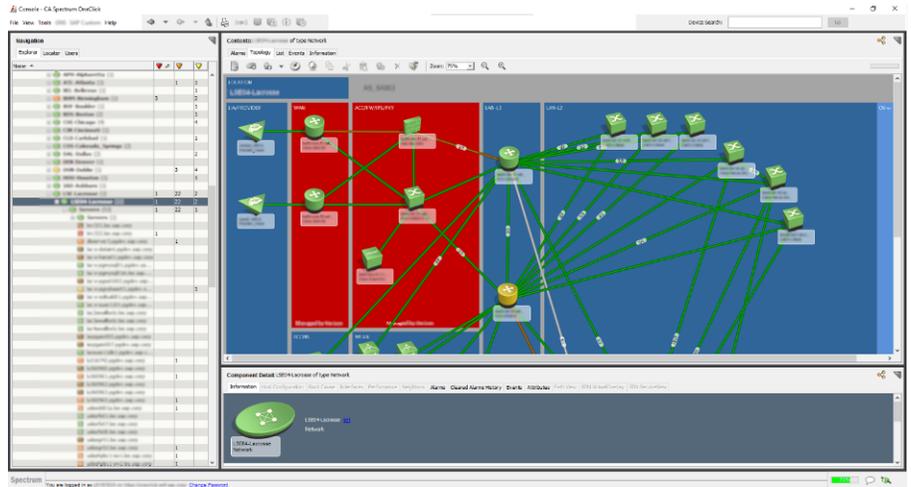


Figure C: DICOS's customers can achieve end-to-end visibility of complex network environment with DX NetOps



"DX NetOps from Broadcom Software provides us with a unified toolbox across platforms for our entire network infrastructure."

—Stephan Seeger, Head of Network Planning and Development Team, City of Frankfurt

Solution

DICOS offers its own services, software development, and partner product services, ranging from consulting and network operating to the development of customized software. Plus, customers choose only the modules they need and do not pay for unnecessary additional services. The wide range of DICOS services is featured in figure A.

As an Expert Advantage Partner of Broadcom, it is particularly important to DICOS to offer additional value to users of Broadcom solutions. That is why customers also benefit from customized extension modules that can be perfectly integrated into DX NetOps and AIOps from Broadcom Software or used as stand-alone services.

Benefits

The city of Frankfurt opted for the DICOS solution package with DX NetOps from Broadcom Software at its core, because DICOS impressed the customer with a well-developed rollout plan, highly qualified specialists, and an appealing training offering for this industry-leading network monitoring solution. The advantage for the city of Frankfurt was that DICOS offers a well-rounded carefree package and not only supplies all necessary components, but also takes care of system maintenance. This complete solution from a single source guarantees short communication channels and maximum efficiency for this customer. DICOS has thus simplified the city's processes and enabled homogeneous network monitoring.

Figure D: The DX NetOps Portal provides enriched alarm information in a unified view for DICOS's customers.

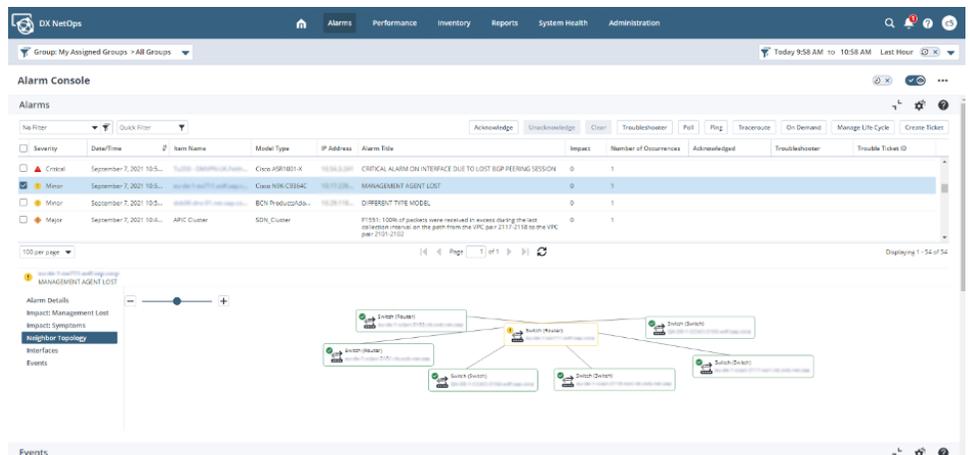
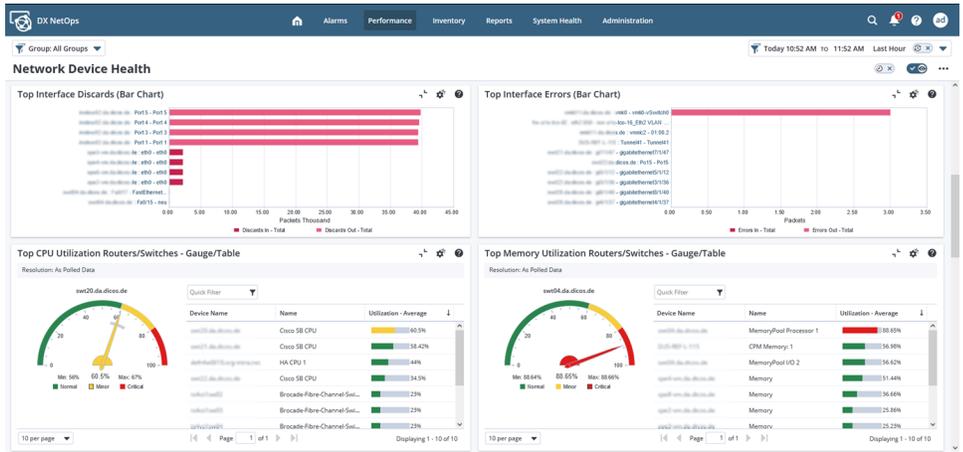


Figure E: DICOS's customers can take action before trends become issues with DX NetOps



“DICOS has been providing us with first-class support for our network monitoring solution for many years. We can rely on this at any time. In addition, the IT experts develop software to fit our system landscape exactly—whenever necessary.”

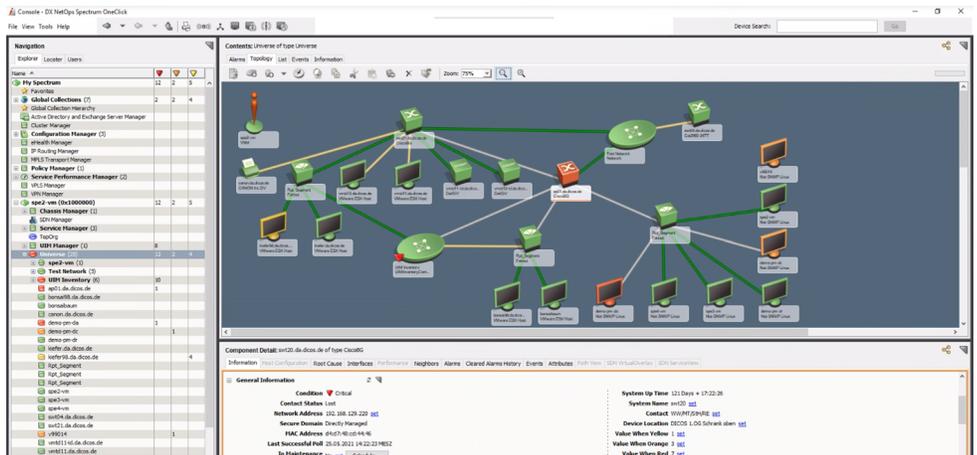
—Zoran Gardijan, Group Lead Transport Tools & Workflow, Telefónica Germany

At DICOS, everything revolves around the customer. The work begins with a comprehensive analysis of needs. And on this basis, subject-matter experts develop interdisciplinary, technical solutions that precisely meet the customer’s needs. Think of it like a puzzle: The customer already has IT systems consisting of many individual components, and DICOS checks each piece for functionality and then puts them together to form a unified system. And where parts are faulty or missing entirely, DICOS finds or develops suitable technologies to integrate them into the existing infrastructure and complete the puzzle. This demand-oriented software development ensures seamless system and network management and maximum customer satisfaction. And only then is a project truly complete.

Results

For more than 20 years, the partnership between Broadcom Software and DICOS has yielded satisfied customers. In fact, many customers that that started relying on DICOS’ services and Broadcom Software’s solutions at the beginning are still doing so today, 20 years later. Through constant product updates and innovations to reflect market developments and trends Broadcom Software and DICOS ensure 100% network availability and thus create maximum added value for the

Figure F: DICOS's customers get the full picture of complex network environments with DX NetOps network monitoring software



“DX NetOps has greatly simplified our work and significantly improved our quality of service.”

—Nico Stübinger, Administrator
IT Systeme, Verkehrsgesellschaft
Frankfurt am Main



customer—and this is what every customer wants! DICOS connects interfaces and closes network gaps with individually tailored solutions. The result is a tightly meshed infrastructure that enables companies to always be reliable and up to date in terms of their network monitoring. As a customer, you always have the choice: Do you need a complete solution—from implementation to operation to 24/7 support for the network—or do you choose a partial service from the range of DICOS offerings?

DICOS takes care of the integration of your Broadcom Software solution and supports you in your further steps.

Learn more at: <https://www.dicos.de/en/company/broadcom-partnership/>

For more network monitoring solution information, please visit broadcom.com/netops.

Authors

Michael Ersepke: Responsible for sales at DICOS GmbH since 2016. Prior to that, over 20 years at Broadcom Software, Germany with various areas of responsibility, most recently as Sr. Director Sales. I already knew DICOS as a valid and very competent partner in the AIOps area during my CA times.

Sarbdeep Singh is product manager for network operational intelligence for NetOps solutions, within the Enterprise Software Division at Broadcom. Sarbdeep has over 16+ years of experience in the network/system management domain and is currently driving customer-centric solutions for software-defined WAN and SDN.



About Broadcom

Broadcom Inc. (NASDAQ: AVGO) is a global technology leader that designs, develops and supplies a broad range of semiconductor and infrastructure software solutions. Broadcom's category-leading product portfolio serves critical markets including data center, networking, enterprise software, broadband, wireless, storage and industrial. Our solutions include data center networking and storage, enterprise, mainframe and cyber security software focused on automation, monitoring and security, smartphone components, telecoms and factory automation. For more information, go to www.broadcom.com.

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