



CITY OF FRANKFURT & DICOS

CUSTOMER SUCCESS STORY

- ▶ Homogeneous network management optimizes city administration processes.

FASTER ACTIONS FOR 10,000 EMPLOYEES.

The workplaces of the city of Frankfurt are integrated into the city administration's Metropolitan Area Network (MAN). Around 700 kilometers of optical fiber, 2,200 kilometers of copper cable and a transport network based on IP/MPLS ensure the nationwide availability of IT services and applications in the city area.

The network is based on around 3,000 active network elements - including routers, switches, firewalls and WLAN equipment from a wide range of manufacturers - and has almost 90,000 ports. Because of this heterogeneous infrastructure, the city used a variety of different solutions for network management/monitoring.

As a result, the processes were sometimes inhomogeneous and protracted, and the results were not satisfactory. To address the issue, the city of Frankfurt planned to procure a multivendor network management/monitoring system for monitoring and partial cross-vendor configuration of the network equipment in use.

"The goal was to standardize processes and consolidate different platforms," reports Stephan Seeger, Head of the Network Planning and Development Team.

CUSTOMER PROFILE:

Sector: Public service/administration

Company: City of Frankfurt am Main



10,000

Employees



3,000

Network components

CONSISTENT NETWORK MANAGEMENT IMPROVES INTERNAL SERVICES.

The city conducted a call for tenders throughout Europe and ultimately chose a solution package from DICOS, a consulting and software company that is a partner of Broadcom's Expert Advantage program.

In addition, DICOS supplied all other hardware and software components of the solution and also takes/took over maintenance. The metropolis at the heart of Germany attached importance to a complete solution from a single source in order to establish a cooperation of short paths and to be able to clearly assign responsibilities.

"DICOS guaranteed compliance with our tight rollout plan as well as the required service and training. In addition, the price-performance ratio was right."





TODAY, THE IT TEAM BENEFITS FROM A UNIFIED NETWORK MANAGEMENT AND MONITORING SYSTEM THAT HAS BEEN INSTALLED REDUNDANTLY IN BOTH DATA CENTERS OF THE CITY OF FRANKFURT.

DX NetOps Spectrum handles all configuration management for all network assets. An alerting system with escalation levels based on the respective service times informs about potential problems and obstructions at any time, which allows the IT team to react much faster and facilitates compliance with SLAs. "With DX NetOps Spectrum, we now cover the entire range of network management and monitoring in our network," Seeger explains. "In this way, many steps can be automated."

The specifications for network management are based on the FCAPS model (Fault Configuration Accounting Performance Security) of the International Organization for Standardization (ISO). "This approach ensures that we cover all task areas and use the right modules in each case with DX NetOps Spectrum," says Seeger, describing the advantages of this approach.

Integration with other network solutions, such as Packet Design's IP Routing Manager/Route Explorer, provides better insight into the dynamic routing topology. This makes it easier to detect changes, analyze them and initiate troubleshooting if necessary. DICOS PAM (Port Access Monitor), a solution certified for DX NetOps Spectrum, also makes it much easier to monitor MAC addresses in the network.

COMPREHENSIVE TOOLBOX FOR UNIFIED NETWORK MONITORING.

By standardizing network management with DX NetOps Spectrum, the Frankfurt network team was able to significantly optimize routine processes. Important functions are now consistently available on all platforms of the multivendor network.

Thanks to "Root Cause Analysis" and "Fault Isolation", DX NetOps Spectrum automatically displays the dependencies of subordinate or superordinate systems and simplifies troubleshooting.



DX NetOps Spectrum provides us with a comprehensive toolkit across platforms for our entire network infrastructure.

STEPHAN SEEGER

Head of the Network Planning and Development Team

"Previously, we had to model these dependencies manually, which was tedious, error-prone and, above all, time-consuming. As a result, multiple alerts often occurred in the past - due to the lack of automatic event correlation logics - which made troubleshooting more difficult," Seeger describes the benefits.

DX NetOps Spectrum has significantly improved transparency and visibility across the City of Frankfurt's network.

By automating processes, error detection and correction has been accelerated and often even allows proactive action - this significantly increases the availability of the network or reduces the impact of disruptions.

The consolidation unifies administration processes, unlocks synergies and thus increases the efficiency of the administration team.

"Thanks to DX NetOps Spectrum, we now work with a uniform network management/monitoring system at all levels and can perform our tasks much better than before," concludes Stephan Seeger.



**ARE YOU INTERESTED IN A STANDARDIZED NETWORK
MONITORING SOLUTION FOR YOUR COMPANY?**

**FEEL FREE TO CONTACT US AND WE
WILL DISCUSS YOUR OPTIONS.**

WE LOOK FORWARD TO HEARING FROM YOU.