



Customer

NextiraOne provides end-to-end multi-vendor communications solutions in 16 countries with annual revenues of one billion euros (\$1.3B USD).

Challenge

Provide a flexible and easy to use monitoring solution that would enable NextiraOne to cost-effectively expand the range of services they could offer their customers.

Solution

They chose ISM Enterprise to provide infrastructure, VoIP, UC, and application performance management. ISM's ability to upgrade seamlessly and capacity management functionality allows NextiraOne to offer a broader range of proactive services to their clients.

Results

NextiraOne started with a basic ISM license, and they have incrementally added support for additional devices as they have added clients and increased the number of components monitored.

Communications Service Provider Expands Advanced Monitoring Services with ServicePilot ISM

NextiraOne is Europe's leading expert in communications services. They provide systems integration and monitoring services to more than 60,000 customers. This includes 70% of the top 100 European companies in the Fortune Global 500. NextiraOne wanted to expand the services they can offer clients through their network operations centers (NOCs) in Berlin and Paris. They planned to add proactive managed services for unified communications (UC), VoIP and other value-added infrastructure monitoring services. To support their business plans and facilitate their long term objectives NextiraOne needed an integrated monitoring platform that could support a wide range of technologies from a variety of vendors. They required a solution that enables them to efficiently expand the range of services that is also easy to use and deploy.

“We had been searching for a more competitive, flexible and cost-effective monitoring solution. We came to the conclusion that ServicePilot ISM provided the best solution for supporting the current and future requirements of our clients while expanding the range of services we could offer.” [L.V., European Business Development, Managed Services at NextiraOne.]

ServicePilot ISM Enterprise provides a highly scalable monitoring solution for real and virtualized networks and servers, VoIP, UC, applications and databases. It supports infrastructure components from many vendors, including Cisco, Avaya, Alcatel-Lucent, Acme, Microsoft, Aastra and many other vendors without the need for additional modules or plug-ins. ISM features superior availability and performance monitoring along with customizable, user-focused reporting, so NextiraOne is now able to offer clients better service level management (SLM). The trend analysis and capacity planning functionality in ISM enabled NextiraOne to deliver new proactive capacity management and optimization services.

The breadth of technologies supported by ISM Enterprise combined with ease of use and advanced functions creates significant business value for NextiraOne. They can use a single tool for their managed services and professional services. NextiraOne is using ISM to support their unified communications, data center and contact center activities. They now have the single, cost-effective platform they need to offer value-added services to their clients and expand their business.

About ServicePilot

ServicePilot is a premier provider of business-focused network, application performance, VoIP and UC management solutions that are easy-to-use, deploy and maintain. Service providers and global companies in a wide range of vertical markets rely on the power, scale and flexibility of ServicePilot solutions to cost-effectively enhance the monitoring of their physical and virtual infrastructures, improve user experience and manage new services.

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