



Invitech

Case Study





Overview

Telecommunications provider transforms and modernizes IT management with ease

European telecommunications provider Invitech, headquartered in Budaörs, Hungary, needed to replace their now-outdated Ethernet Core Network documentation.

The Invitech team knew that a modern and supported solution had the potential to make things more efficient and solve headaches that their current documentation solution wasn't able to - while bridging communication gaps between departments. In order to achieve their desired results, however, they would need to seamlessly integrate from their current solution would be key.

While other solutions were explored, netTerrain Logical was selected because it continued the functionality of the team's previous documentation tool.

netTerrain's limitless import and integration capabilities would give them the ability to easily bring in all of their existing documentation in a few clicks - with no consultants or time-consuming data entry required.

Within a couple of months of purchasing netTerrain, the team was up and running. Importing their existing files was easily achieved and the team was able to quickly bring all of their old files to life in netTerrain. Now that they're using a modern solution, they are back on track with reducing troubleshooting times and saving money by having proper inventory in place.



Before netTerrain

Legacy system limits available information, creates obstacles

Before netTerrain, Invitech had a small group of designated engineers tasked with maintaining and keeping the documentation current in the previous tool.

Other stakeholders had only limited access – read only – to the documentation, which was not up-to-date. The up-to-date information was only available to the designated engineers group.

They used it for network maintenance purpose and for sales support. This lack of access led to troubleshooting delays and a lack of information that caused significant headaches. Invitech had just one person who was forced into the role of gatekeeper to crucial network information. As they knew the current situation wasn't sustainable, they began to look for a replacement.

Goal

Access a single source of truth that depicts the network in real-time

Invitech's goal was to easily replace the legacy system they had been using with a modern and supported IT documentation and monitoring solution that would allow them to troubleshoot faster and track network bandwidth better.

They wanted an easy-to-access solution that offered multiple team members the ability to simply open a web browser, login, and view network information.

Invitech needed to:

- retain their existing documentation
- modernize their approach to documentation and monitor the network
- collaborate as a team



Challenge

Transition seamlessly from existing solution to modern & supported solution

As Invitech had been diligently documenting the network for many years, they required a solution that would make transitioning to the new platform as seamless as possible. They needed a solution that continued the functionality of their previous solution but which would offer more modern features.

As they had a specific method for documenting device properties that the new system would need to allow for, making the transition to a new system that didn't accommodate their method would be prohibitive.

Solution

Real-time documentation & monitoring platform offers limitless integrations with robust customer support

Invitech began by reaching out to Kern Hungary, a trusted European IT solution developer that is licensed to sell netTerrain. Some solutions were explored as potential replacements, however netTerrain was ultimately selected for its built-in integration capabilities alongside its extensible and open API would allow for an efficient transition with few workflow disruptions. Working with local partner Kern, Invitech would have the ability to get customized help with API integrations as needed.

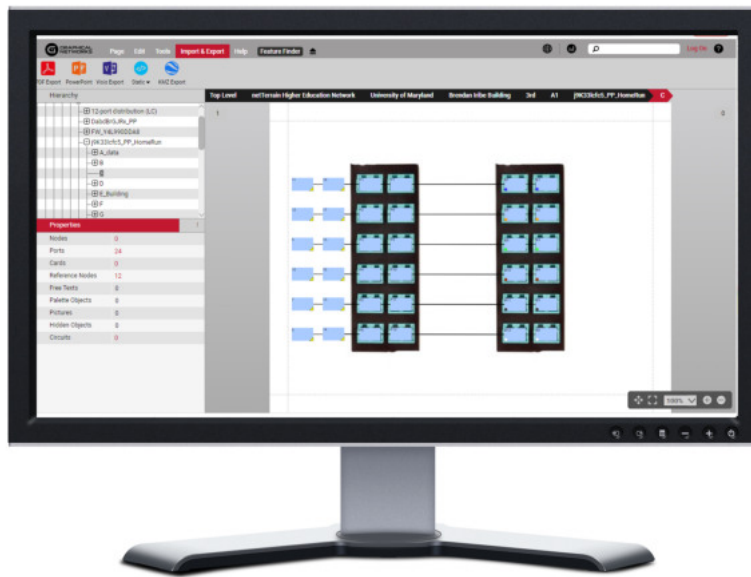
Implementation

Full implementation delivered within a few months

netTerrain's pre-built connectors and extensible API meant that the transition from the legacy system Invitech had been using to netTerrain would be achievable working with a small team and with Kern's support.

Custom integrations that Kern facilitated for Invitech included integrations to internal portals to grab information such as bandwidth and site statuses as well as a customized SNMP discovery for the internal network, which allowed Invitech to check the status of each port and device. Due to netTerrain's extensible and well-documented APIs, Kern ensured Invitech was able to retain their existing method for documenting device properties.





Results

Updated network information from any web browser, existing documentation migrated

Invitech now gets updated information on parameters, available bandwidth, calculated BW, and timestamps of recent updates - and they were able to retain existing documentation. A variety of stakeholders, in their department and beyond, can access their IT documentation using just a web browser. To ensure enhanced security, stakeholders can be assigned roles as needed, such as “read-only”.

Troubleshooting headaches have been significantly reduced: they can search across the network for information, such as a device number, in seconds.

With Invitech’s documentation back on track and easy-to-access, the team’s saving time and money with less troubleshooting headaches and inventory back in its proper place.

"Before netTerrain we had a documentation system that had access issues. With netTerrain, full documentation is available to all of our stakeholders. Managing and maintaining of the Ethernet Core Network is much easier now - thanks to the the 3rd party system integration which delivers tons of useful data into netTerrain."

*Ernő Égető
Core Network Engineer
Invitech*



Learn More

Graphical Networks LLC
graphicalnetworks.com
sales@graphicalnetworks.com

814 W.Diamond Ave., Suite 370
Gaithersburg, MD 20878 USA
+1.240.912.6223