

Success Stories



Customcall saves time and boosts availability

With so many Australian companies outsourcing their call centres to cheaper overseas providers, local call centres are presented with a constant challenge to stay ahead of their competitors.

Competitive challenges for call centres in Australia include improving network security, customer database privacy and protecting customer databases from identity theft.

“System failure can have a costly impact,” explains Brett Isaac, Customcall IT Manager, “Changes have a major impact very, very quickly,” Isaac states, “so all our planning is done with the utmost care.”

To ensure service availability Isaac had to be proactive in managing Customcall’s IT infrastructure. To achieve this, Isaac sought a cost-effective, centralised network and system monitoring solution.

“Raritan’s CommandCenter@NOC gave me the sense it would fit in with not only our budget, but in terms of our requirements of ease of installation and maintenance. From our research, many software solutions monitor services and resources, but don’t perform network intrusion detection or traffic analysis which was what we were looking for... a single, cost effective solution that would do it all.”

“We also didn’t want to have to pay vast amounts for an enterprise solution for which we’d have to get someone in to install, maintain and train the team.”



“We use the NOC to monitor our critical server and network infrastructure. Before the NOC we didn’t have a single point to monitor all of those devices. We also use the traffic analysis feature to monitor our SQL infrastructure.”

Knowledge and Security

Another feature Customcall utilize is CommandCenter@NOC’s customisable fault notifications, “We use the notifications to generate alerts via e-mail. The alerting has been customised for specific devices and services based on our requirements, ensuring we are provided with accurate, valid and timely information. If a node fails we know about it, if a service fails we know about it and if there is resource contention we know about it very quickly.”

The importance of CommandCenter@NOC’s notification features was realised shortly after the trial NOC was installed. The infrastructure team was alerted to a disk space threshold breach on a critical application server, “the NOC alerted the Infrastructure Team that there was a threshold



Success Stories



breach, which potentially had significant “That was one stand-out feature that got the NOC business case over the line quite easily after that.”

Customcall are planning to expand their use of CommandCenter@NOC’s notifications features to distribute real-time alerts in a predetermined path of escalation to IT staff.

CommandCenter@NOC’s window-based interface has provided Customcall with an added advantage, “from a team perspective it has given us a single point of visibility and management which we needed and didn’t have - a single point of visibility over our critical network infrastructure that we never had before”, explained Isaac. “Now we can see exactly what the state of our critical infrastructure is at any time, monitor it for capacity planning, manage it remotely, report on uptime, issues and vulnerabilities.”

Isaac explained the NOC’s features have enhanced Customcall’s value-add to their client base.

“We’re actually using the NOC to monitor who is accessing what on the SQL servers because that is where our critical data is,” Isaac stated. “We also need to ensure that we can reassure our clients that we’re monitoring their data as well – the NOC traffic and vulnerability analysis has enabled us to strengthen our ability to securely store and manage critical data and applications.”

Saving Time and Money

The installation of CommandCenter@NOC has assisted in streamlining Customcall’s IT operations, “Prior to the NOC the team’s ability to manage and monitor critical infrastructure was provided through multiple applications and or done manually. The NOC has given us the ability to monitor, manage and identify issues from a central location, saving hours of administration.

productivity impact on the call centre.

Now the NOC gives us information on any device, the ability to immediately see what’s happening and to report on what’s happening, which equates to a heap of time-saving.”

“We run system daily checks and the NOC is part of that. We’re starting to use the features on the NOC more and more and are integrating it into our daily checks. It’s saving the IT team many hours a week.”

Isaac investigated different monitoring solution over 12 months prior to choosing CommanderCenter@NOC, “We looked at three or four software solutions that were out there and there was nothing that did everything the NOC did, and nothing else was as easily installable, configurable and manageable.”

“We gave our requirements to Raritan, and when they installed the system everything we asked for was implemented there and then.”

“Installation of the NOC was pretty easy and took about half a day. It was almost like plug and play - we configured the port we wanted it to listen on, plugged it in and that was it.”

The CommandCenter@NOC is a rack-mounted 1U server, so it’s completely self-contained and this alone offers a distinct advantage over software-based monitoring solutions. Isaac explained that CommandCenter@NOC’s stand-alone nature was a major factor in Customcall’s decision to go with the product, as software-based monitoring tools are ultimately dependent on the server which they’re installed on, which becomes another potential point of failure.



Raritan, Inc. is a leading supplier of solutions for managing IT infrastructure equipment and the mission-critical applications and services that run on it. Founded in 1985, Raritan has been making products that manage IT infrastructure at more than 50,000 network data centres, computer test labs and multi-workstation environments around the world. More information is available at www.raritan.com.au

© 2006 Raritan, Inc. All rights reserved. Raritan, CommandCenter and Dominion are registered trademarks or Raritan, Inc. in the United States and/or other countries. All others are trademarks of their respective owners.