



Emereo Exhibit Its Abilities at the V&A

Ease of Use and Low Cost Overhead Makes NetCrunch the Ideal Curator for Network Management

About the V&A

The purpose of the Victoria and Albert Museum (V&A) is to enable everyone to enjoy its collections, to explore the cultures that created them and to inspire those who shape contemporary design.

All of the V&A's efforts are focused upon increasing the use of the displays, collections and expertise as resources for learning, creativity and enjoyment by audiences within and beyond the United Kingdom.

As a consequence it is no surprise that the V&A is not just a museum, in fact there's three in the group, but it is also highly regarded as an educational institution and is a registered charity.

As guardians of the past and often the present it is no surprise that V&A's IT team also shares the Museum's objectives as it strives to provide an infrastructure capable of supporting the essence of learning, creativity and enjoyment for the casual visitor, researchers and students or the V&A's staff.

In order to support its infrastructure, including a network that spans two other major sites across London the V&A's IT network and operations team appreciated the leading edge software design found within AdRem NetCrunch and supplied by Emereo Solutions.

NetCrunch - Simple Design, Easily Deployed

The IT department for the V&A is based at South Kensington in the world's greatest museum of art and design, with collections unrivalled in their scope and diversity. Visitors can discover 3000 years' worth of amazing artefacts from many of the world's richest cultures including ceramics, furniture, fashion, glass, jewellery, metalwork, photographs, sculpture, textiles and paintings. From this prestigious London address the IT network also spans V&A sites at the Theatre Museum and the Museum of Childhood.

The V&A's IT network is currently in a state of change with a combination of Novell Netware and Windows and an emerging requirement for Linux. The Network and Operations team already had access to a number of proprietary tools for network management but what they lacked, and needed, was one single solution

capable of providing a cross-platform view of their entire network with visibility being a key requirement.

Anton Benjamin, V&A's Network and Operations Manager, explains why he chose NetCrunch. "The Emereo solution was rapid to deploy and we quickly began to receive views of our networks. The clarity of the views and the ability to segment devices by platform type or the services enabled our support groups to gather essential information about network performance and status".



Having gathered an understanding of V&A's needs and their network topology Emereo provided NetCrunch Premium XE and a 3 web access license. Consulting services were delivered for on-site system configuration and implementation and administrator and user training.

The structure of the Network and Operations team at V&A was important for Emereo to understand when deploying NetCrunch in order to align its alerting policies to team escalation patterns

V&A's IT helpdesk provides first-line support to the Museum's end-users while second line support is provided by a number of dedicated groups within the Network and Operations team. With these factors in mind NetCrunch was configured to alert and escalate emerging incidents or problems as they occur across the network.

For the helpdesk it was simply about having visibility of an issue, such as the Exchange Server being down, so they could manage users' expectations about the service disruption and when the problem would be resolved.

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For the second line support teams in Network and Operations the requirement was much more specific with NetCrunch providing performance related information so an analyst was not just aware that a device could be failing but also against what criteria allowing the analyst to perform the correct maintenance procedures.

Benjamin continues, "The intuitive GUI of NetCrunch provides easily understood views of our Network which is great for those at first-line support. However if our Network Analysts are going to be effective in keeping the V&A infrastructure available to visitors and staff alike we need detailed route cause information being presented. NetCrunch does this and consequently our analysts are more effective and I can better utilise them on other projects."

Taking this a stage further the manner in which NetCrunch has discovered the V&A network and provided customised views based upon platform types. This is helping the team manage its decreasing Novell dependence, its existing Windows investment and the transition to Linux by being able to only present specific views and information to analysts dedicated to those environments by using the application's web extension. The information is immediate and actionable and removes unnecessary information being presented which may detract from resolving potential problems.

What's On Next At The V&A?

The V&A, like many publicly funded organisations, is tasked with ensuring IT delivers the services required to keep it productive and able to achieve its stated purposes therefore the next stage is to consider their complete IT Service Management abilities and how adopting ITIL frameworks will improve existing processes.

NetCrunch's core functionality and reporting can support processes for Incident Management, Problem Management, Change Management, Service Level Management, Availability Management and Capacity Management yet like most ITIL environments integration with other 3rd party applications usually enables greater process automation, awareness and transparency as Benjamin concludes.

"NetCrunch quickly provided a level of visibility which we never had before across our network, however as a team we need to be able to improve our service delivery to the V&A."

'Having NetCrunch provide the operational benefits it does is a massive improvement on where we were however analysing downtime and uptime, for example, is not just about device performance its also about support group performance and to be able to blend these metrics into tangible management

information requires integration with our IT helpdesk solution; Hornbill Supportworks."

A final word from Andrew Smith, Business Development Director at Emereo Solutions (UK) Limited.

"V&A is another example of how our solutions are helping organisations across the UK deliver higher availability of devices, systems, applications and services and help those delivering IT services by providing decision support information to improve network resilience and support group performance. The fact we are able to do this quickly is testament to the software's design and subsequent low cost overhead."



About Emereo Solutions

Emereo provides rapidly-deployed software solutions for infrastructure management covering network management and monitoring, network behaviour analysis, end-point security and IT service management. Our solutions help organisations secure greater resilience of their enterprise networks so IT can provide better services to the business and operations it supports. Best-of-Breed products adhere to ITIL and COBIT best practices and ensure compliance with initiatives such as Sarbanes Oxley, FSA, GSI, e-Health and e-Government.

Emereo Solutions (UK) Limited (formally AdRem Software UK) was founded in 2004. Its installed base serves a diverse range of customer types from Central and Local Government, the NHS, Education, Finance Services, Law firms and many more organisations where the goal is making IT effective and available. Emereo's solutions have been deployed on over 15,000 servers across the UK and Ireland.