Short response time ensures customer satisfaction

When you provide national broadband and telephony to around 80,000 customers it may cause you some difficulty when your customers call and say they have no signal in the middle of a national football match. Of course, Dansk Kabel TV will seek to avoid that situation at all costs. Therefore, they have chosen to secure themselves against such incidents by means of effecient monitoring. In this way, you can anticipate the course of events and inform customers if irregularities should occur.

Danish Cable TV wants to give their employees optimal working conditions and an easy working day. Therefore, they have established efficient monitoring of 145 virtual machines, ensuring broadband and telephony to around 80.000 devices. "In the past, we used an open source monitoring system. But this implied that we had to program all monitoring activities. The extra time required, had to be taken out of an already very busy working day. Consequently, we started looking for another solution that suited our needs. CapMon therefore came on track, and in 2008 we had the solution rolled out and ready to use.

CapMon is a flexible, pre-programmed monitoring solution, which has released time in our organization. We can adjust for example alarm levels, and, another smart and timesaving feature is that our system documentation is automatically

updated when we make physical changes, " says Steven Leander Henriksen, System Engineer at Dansk Kabel TV.

Keeping an eye on load and consumption
Monitoring at Dansk Kabel TV not only ensures that uptime is met and customers have access to the internet and telephony 24/7. It is also used to monitor load and consumption of system devices. " The monitoring solution can also tell us when a server is reaching the load limit of e.g. 80 per cent, which is a limit determined by us. Or, we are alerted if the temperature in the server room is reaching the level we have defined as the maximum. Now, we know that there is a heavy load on the web around primetime at 20:00, so extra resources must be allocated. However, there may also be other times when consumption is above the norm. Thanks to the CapMon monitoring, we are alerted, so that we can be ahead of the

situation and can now react before customers get affected, "explains Steven Leander Henriksen.

Helps future infrastructure planning.
The vast majority of alarms relate to power. "Up to 85% of the alarms we receive from the monitoring relate to power. There may be general problems with power failure, but it may also be a caretaker who has turned off the power in connection with any repair work. It is therefore of great help that we can monitor both where and what is wrong. Often, we can just call the caretaker and ask him to turn on the power again.

In the past, we had to drive out to the address just to find out that someone had turned off the power. We spent a lot of time there.

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Steven Leander Henriksen, System Engineer and Michael Sylvestersen, head of IT operations at Dansk Kabel TV

FACTS ABOUT THE TASK
Dansk Kabel TV implemented CapMon's monitoring solution in 2008, and uses CapMon to monitor 145 virtuel machines, ensuring broadband and telephony to 80.000 devices.

I actually believe that RoI on the CapMon solution corresponds to the the savings we have achieved by not sending people out to the various locations to turn on the power or restart the equipment.

One look at the monitoring log can also help us assess how we will design our infrastructure in the future. For example, we have currently allocated 80 per cent of the net to the internet and 20 per cent to telephony. At one point, there was a heavy decline in the number of telephony subscribers, but right now we see a stagnation. The monitoring allows us to follow this tendency, "says Steven Leander Henriksen.

Voice functionality for blind employee
Like many other jobs, mobile devices have made their entry into Dansk Kabel TV, and employees are increasingly using tablets and smartphones in their everyday lives.

"The ability to monitor via mobile devices has meant a great freedom for our employees who can access the system at all times of the day, no matter where they are," says Michael Sylvestersen, Operations Manager at Dansk Kabel TV.

"There is a variety of possibilities with the solution, but we would ike to highlight one of the functionalities, wiz. the voice solution. We have a blind employee, and the mobile voice solution helps him utilize the monitoring solution in the exact same way as the other employees do.

We are very satisfied with the solution and its many functionalities, which save us a lot of time. The CapMon consultants understand the challenges our kind of companies are facing," concludes Michael Sylvestersen.

THREE ADVANTAGES

Steven Leander Henriksen and Michael Sylvestersen highlights three of the greatest benefits by having implemented CapMons' monitoring solution.

1

Release of ressources
"The monitoring is supplied pre-programmed and just needs a few adjustments to meet our needs. Also, the fact that the system automatically updates our system documentation in case of any physical changes is a huge advantage".

2

Monitoring on mobile units
"The ability to monitor via mobile devices has meant a great freedom for our employees who can access the system at all times of the day, no matter where they are".

3

We are on the forefront
"We are now ahead of the situation and can notify the customers before they discover the changes. It helps us avoid dissatisfied customers".

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cap:mon
THE MONITORING SYSTEM