

THE INTELLIGENT WAY TO MANAGE YOUR NETWORK

Intelligent Infrastructure Management (IIM) solutions provide active monitoring, provisioning and analysis of traditionally passive structured cabling infrastructures.

They offer real-time visibility and control of the physical layer of a communications network, enabling the automation of key business processes and the elimination of human error.

Solution attributes

IIM solutions designed by Redstone Converged Solutions feature:

Automated patching: sensing techniques monitor the patching fields, providing an accurate map of connectivity and constantly monitoring infrastructure changes in real-time.

Infrastructure database: a relational database maps the entire physical infrastructure from buildings and rooms, cabinets and patch panels to interconnecting cables. The automated patching information is mapped onto the database to provide a real-time view of the network's physical connectivity.

Integrated IP device discovery: by including the automatic detection of IP based devices, an IIM solution provides a unique view that is not available from traditional network management or service desk applications. The exact location of all your IP assets can be located within seconds using a graphical interface.

Integration with third party applications: an IIM solution is designed to interact with existing network management tools to create a comprehensive end-to-end view of the network.

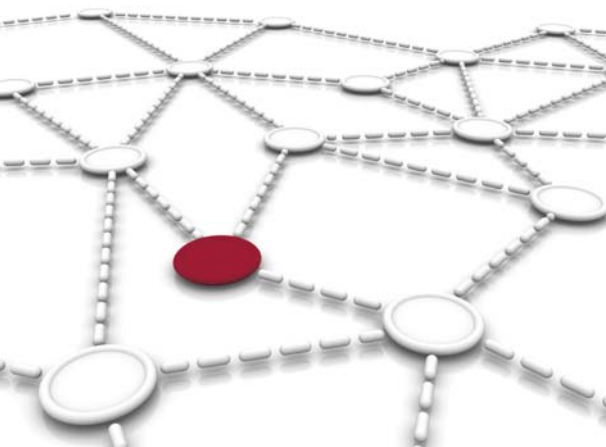
Data sharing: the ability to tie together related data from multiple third party applications is one of the biggest benefits that IIM has to offer. This provides a single source of information and ultimately eliminates the need to manually correlate information from two or more locations. In instances where qualifying the physical layer is part of the incident management process, an IIM system can reduce the service desk mean time to resolution (MTTR) by over 40%, providing the potential for savings in IT resources and lost business output.

Data passing: third party applications can benefit from viewing location based information that supplements their own data.

Technology benefits

Implementing IIM aids compliance with best practice standards for IT Service Management (ITSM), such as IT Infrastructure Library (ITIL) and BS15000, and regulatory frameworks including MiFID, Sarbanes-Oxley and Basel II.

IIM also saves significant IT resource, time and money by enabling you to respond faster to configuration changes, assimilate usage and connectivity data more efficiently, minimise downtime and reduce the costs associated with troubleshooting network problems.





Deployment expertise

IIM solutions are ideally suited to enterprise or data centre environments and Redstone Converged Solutions has experience of both scenarios. Our IIM portfolio includes clients in the finance, legal, insurance, retail and construction industries.

For enterprises with large office buildings and distributed networks, IIM is a reliable way of managing remote locations, including security concerns, reporting on faults in real-time, carrying out user provisioning at the desktop and making quick decisions on IT service issues, such as the capacity planning for Moves, Adds and Changes (MACs).

In large-scale data centres, the benefits of IIM are real-time fault reporting, accurate trend analysis and the ability to minimise the disruption caused by faults, which is critical in a data centre environment. There are also significant benefits in terms of capacity management; many businesses purchase increased capacity that they do not require because they lack the information on current capacity to make an informed decision.

In-house capabilities

The Redstone Converged Solutions' Technology Briefing Centre is a dedicated facility for demonstrating all three IIM systems. It is also home to our team of IIM experts who offer vendor-independent advice and full business case analysis. Our accredited pre-sales designers use their knowledge of network infrastructures, software integration and business applications to create bespoke IIM solutions. They are supported by a team of software developers who are responsible for ensuring full IIM integration with your business applications – providing true end-to-end visibility of all the physical and logical components of the network.

Redstone Converged Solutions has deployed over 4 million IIM ports in the UK (over 75% of the total market) and is the only solutions provider with a track record of implementing all 3 main IIM systems (iTRACS, Systemax iPatch and RiT).

Post-implementation

Our relationship with our customers does not end once installation is complete. As with any Redstone solution, we offer training on our IIM systems to help you get the most from them. We also have a comprehensive portfolio of support services that you can mix and match for your peace of mind.

Quality standards

All our design, implementation and support processes and procedures are endorsed by Redstone's ISO9001 accreditation. You can be sure that our people and methods can deliver to the highest standards.

Real savings

A professionally designed, well deployed and fully integrated IIM solution cannot fail to deliver tangible benefits to any organisation. By integrating an IIM solution into your day-to-day infrastructure management processes and procedures considerable time and cost savings will be achieved.

For further information please call us on
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