



CMS & layerX Technologies

Success Story



Introduction to CMS

Communication Management Services (CMS), a Shared Technologies Company is a full-service managed service provider (MSP) of outsourced network management and monitoring solutions for enterprise and small-to-mid size telcos. From its Irving, Texas-based network operations center (NOC), CMS provides 24-hour network performance and management services, help desk services and professional services. CMS's mission is to help clients maintain high availability and performance of their mission critical networks.

CMS Managed Services

CMS strives to maintain high network availability and reduce the mean time to repair when network problems arise on clients' networks. The company's services focus on three areas:

IP Telephony Fault Management (IPTFM) -

A service for remote monitoring and alarm notification for communications systems.

Voice Quality Management - A service for monitoring the quality of voice over IP (VoIP) with a focus on call quality measurements such as mean opinion score (MOS), R-Factor, latency, jitter and packet loss.

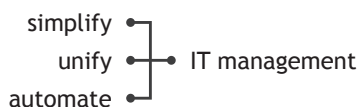
Application Performance Monitoring - A service for monitoring the performance of call center applications, PBX and voice mail, which provides problem notification at the application level.

Customer Success Story Highlights

Customer: CMS, a managed service provider for enterprises and small-to-mid size telcos

Challenge: CMS was seeking a way to provide excellent service to its clients while saving time and costs associated with isolating and resolving network issues. They also needed a tool to visually demonstrate the value they provide to their clients.

Solution Use: CMS uses layerX's Arbitrator, prism and integrated white-label client-portal to reduce the time to problem resolution, and keep clients better informed on network events. CMS expanded its portfolio of services to include a multi-vendor network performance and VoIP quality management service offerings based on layerX's technology.





Challenge:

CMS was seeking ways to save time and costs associated with isolating and resolving clients' network issues. This was particularly true for clients' VoIP quality problems as VoIP is a real-time application for which performance degradations are intolerable. In addition, in many VoIP environments problems go undiagnosed due to lack of visibility.

CMS was also challenged because the company had no way to share a client-friendly visual snapshot on the health of the clients' networks. The company wanted to demonstrate its value by summarizing key network information for clients. CMS needed a solution that they could easily customize to provide meaningful information to each individual customer.

CMS was using a commonly known network management tool. Unfortunately, the product only provided a traditional, antiquated alarm board to clients. While the list of detailed alarms was helpful to CMS NOC technicians, clients found it unintelligible.

Solution:

The solution, which is comprised of layerX's Arbitrator and prism products, has helped the company overcome its challenges. This solution is now used to remotely monitor more than 100 client networks. By placing a small layerX appliance at the client site behind the firewall, CMS now uses layerX's Arbitrator as a secure gateway to gather network intelligence. This information is reported to CMS' NOC so that CMS can properly monitor and manage clients' networks for optimal performance.

"prism takes clients' alarm statuses from our NOC and repopulates them into a customized client portal," said Chad Frazier, Vice President of Professional Services at CMS. "prism provides a very user friendly view into overall network and system performance. By giving clients an accurate, at-a glance perspective on the state of the network, prism has helped us better serve our customers."

“...prism helps our technicians to quickly identify the location and root cause of customer network and VoIP quality problems. It enhances our ability to solve problems quickly.”

layerX's prism visually organizes network assets in a graphical display to simplify the complex task of network management. prism helps MSPs monitor, analyze, diagnose and resolve problems with applications and network devices in real-time. By automating problem diagnosis, prism has reduced the amount of time required to resolve network problems by 50 percent. prism's multi-tenant capability enables MSPs to serve multiple clients well.

With help from layerX, CMS was able to expand its portfolio of services to include a multi-vendor network performance and VoIP quality management service offerings based on layerX's technology. By expanding services, CMS can provide greater value to clients and increase opportunities for revenue.



In contrast to the product that provided alarm boards, prism provides CMS with a more user-friendly, intuitive view into network and system performance. It displays the overall health of a particular client site with highest criticality associated with either a location, client or network. With network assets grouped and organized, CMS can drill down to quickly identify and rectify the root causes of network problems.

“prism provides a user friendly view into clients’ network and system performance,” said Chad Frazier, vice president of professional services at CMS. “By organizing network assets and filtering on the severity of network events, prism helps our technicians to quickly identify the location and root cause of customer network and VoIP quality problems. It enhances our ability to solve problems quickly.”

layerX’s Solutions for Managed Service Providers

layerX helps MSPs retain and recruit more clients with its scalable, customizable solutions:

Alarm Management - Organizes alarms by client and filter by severity; focuses on most significant events on the network; visualizes it for proactive management of clients’ networks

Remote Diagnostics & Remediation - Reduces the time and costs of detecting, isolating and remediating network problems

White Label Portal - Allows MSPs to demonstrate the value of services to clients. Through layerX’s white label portal, MSPs can

easily customize exactly what clients want to see ranging from detailed to simplistic. Visual displays keep clients informed and satisfied. MSPs can customize the clients’ experience with the portal to reflect their brand or their clients’ brands.

About layerX Technologies

layerX Technologies is a wholly owned subsidiary of Shared Technologies, an Arrow Electronics Company. layerX delivers unified enterprise management solutions that help organizations gain deeper visibility into, and control over, their existing processes and infrastructure. prism, layerX’s visualization and workflow tool, is the only solution in its class to deliver rich visibility into key network and convergence metrics, while allowing you to automate many troubleshooting tasks from a powerful RIA interface. Each of our solutions are based on patented Arbitrator™ technology. For more information, visit www.layerxtech.com.

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