Elisa Santa Monica Solve their Configuration Management Challenges with Restorepoint

elisa SANTA MONICA

Elisa is a telecommunications, ICT, and online service company operating mainly in Finland and Estonia, but it also offers digital services for international operators and other companies. In Finland, Elisa is the market leader in mobile and fixed network subscriptions. Elisa provides services for communication and entertainment, and tools for improving operating methods and productivity of organizations.

Challenge

Prior to using Restorepoint, Elisa Santa Monica relied heavily on a mix of scripts, manual processes, and basic tools to manage their multi-vendor network operations. As their network grew, the team at Elisa needed to reduce administration time, demonstrate compliance to standards such as ISO27001, and improve SLAs.

Requiring a solution that could both centralize the management of multi-vendor network configuration management tasks, and could be integrated with existing ITSM and support platforms via APIs, they began to source a solution that would enable them to automate several processes including configuration backup, recovery, compliance checks, and asset tracking.

They required a solution that could:

· Centralize the management of multi-vendor network

· Simplify configuration management tasks

· Integrate with existing ITSM and Support platforms

Through a careful selection process, they worked to source a solution that would enable them to automate several processes, including configuration backup, recovery, compliance checks, and asset tracking.

Hendrik Lätti, Network Operations Centre Manager at Elisa Santa Monica, detailed the challenges facing them at the time.

"We had to spend a lot of hours manually managing backup/restore activities and producing software and hardware audit reports as an input to our processes. We were looking for something that would help us be more efficient.

We also needed a tool to handle release management and asset data as inputs to our configuration management database."

Hendrik Lätti, Network Operations Manager, Elisa Santa Monica

Customer Profile: Elisa Santa Monica OY is a fully owned subsidiary of Elisa Corporation providing solutions from IT infrastructure to cloud services, data security and application development. Operating in Finland and Estonia but also present in international markets, the Elisa Corporation is a telecommunications, ICT and online service company. With over 6.2m subscribers, it is the market-leading mobile and fixed network provider in Finland, and the second-largest operator in Estonia. Elisa provide a variety of communication and entertainment services including mobile and fixed network subscriptions, broadband and cable television services. They have over 5,000 employees in 14 countries.

Industry: Telecommunications

Headquarters: Helsinki, Finland

Website: www.elisastantamonica.fi

Restorepoint Solution: ScienceLogic's Restorepoint solution helps organizations reduce cost and improve security by automating critical processes across their network infrastructure. With deep integrations across over 100 different products from different network and security vendors, Restorepoint automates network and security device configuration backup, recovery, compliance analysis and change management. By providing a greater depth of data and by closely monitoring changes to configurations, Restorepoint helps proactively safeguard customer networks against disruption.

Solution

Using ScienceLogic's Restorepoint solution to automate network configuration processes has enabled Elisa to centralize configuration management processes for its team of 35 engineers, providing a single point for configuration backup, recovery, compliance and change monitoring.

Using Restorepoint's API has allowed Elisa to gain enhanced visibility over their network assets by integrating information retrieved from their network devices with ITSM and CMDB systems.

Results

By centralizing network configuration management processes, Elisa Santa Monica has been able to measure the value that ScienceLogic's Restorepoint solution brings in many ways.

The team now has a single viewpoint to manage configuration backups from thousands of devices, initiate roll-back when outages occur, and to analyze all of those devices' configurations. This enabled them to reduce complexity, manual effort, and to effectively manage their commitments to standards such as ISO27001—where configuration management is critical—strengthening trust and helping them retain existing clients and attract new customers.

"We have measured considerable time savings using Restorepoint and it has eliminated the need to use multiple vendor consoles to compare different configuration revisions. It's a powerful and reliable tool for network professionals."

Hendrik Lätti, Network Operations Manager, Elisa Santa Monica

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Wrap Up

Digital transformation is putting increased pressure on IT teams, driving greater reliance on a complex mix of hardware, software, services, and digital partnerships. More than ever, efficiency, service health, availability, and risk reduction are a top priority for the business. And the visibility and contextual analysis of the data enables the business to maintain necessary compliance.

ScienceLogic's Restorepoint solution has greatly improved the efficiency and security of Elisa's network configuration processes, eased compliance overhead and concerns, and elevated service level agreements attainment. They have seen considerable, measurable, time savings for their business.

BENEFITS

Provided a single point for configuration backup, recovery, compliance and change tracking

Reduced manual processes and tools needed to manage NOC

Simplified network compliance audits

Verified standard compliance practices including ISO27001

Automation improved efficiencies and time savings across their networks