

Change and Configuration Management Made Easy

Eirteic Consulting is a Next Generation Systems Integrator (NGSI™) and a leading provider of comprehensive change, configuration and compliance management solutions. In addition to offering the complete EMC/VoyenceControl product line, Eirteic offers packaged installation, configuration, deployment, training and support services to help customers get the most out of their EMC/Voyence solution.

Who Is Eirteic?

Eirteic is a leader in providing expert change and configuration management. With all the focus on improving IT efficiency, the industry is poised for the emergence of an NGSI™. As Figure 1 shows, the NGSI relies on three core touch points: People, Process and Tools, to better align IT and business objectives. Most organizations err on the side of just one piece of the equation. As an example, they may invest in products, believing they can run lean and mean on staff as “everything is automated.” Conversely, they may hire additional personnel, but don't give them the tools required to be successful in their jobs. A true NGSI will connect the three touchstones within an organization — living up to the name systems integrator — providing packaged services offerings, repeatable processes, and the right people to assure projects and ongoing operations run smoothly, timely, and on budget.



Figure 1



Enterprise Management Associates estimates that over 60 percent of network downtime can be attributed to a misconfigured device.

Why Is Change And Configuration Management Important?

Enterprise Management Associates estimates that over 60 percent of network downtime can be attributed to a misconfigured device. Typical root cause and fault-isolation management platforms can only identify the devices that are affected by a misconfiguration, but cannot pinpoint the specific device or ascertain the exact problem. Network change and configuration management can help by identifying the problem device and actually rolling back the misconfiguration to its last known working state of operation. More specifically, network change and configuration management provides host of services such as:

Change Management Process

- Planned/unplanned change notifications
- Authorization, approval and tracking of change requests
- Support definition change and authorization, levels
- Change status reporting

Change Audit Process

- Reports of change activities: who did what, when
- Facilitate visibility of network change activity
- Perform automatic audits of all proposed changes to device configurations ensure non-compliant change do not enter the operational network
- Re-occurring scheduled audits of the infrastructure to automatically detect noncompliant devices and automatically submit suggested
- Remediation (for approval within existing change management/workflow process)
- Support inventory and asset reporting of network devices, software and configurations

Compliance

- Track changes enabling validation of compliance with standards (ITIL)
- Track compliance to industry regulations (e.g., PCI, Sarbanes-Oxley, HIPAA, Basel II, etc)



Your Partner for Superior Management Solutions

DATA SHEET

Network Security Management

- Management of Security Components
- IDS management
- Firewall management
- PKI management
- AAA management

Logging

- Support security logging (who made what changes and when)

Authentication/Authorization

- Support interworking with third-party network authentication and authorization mechanisms (TACACS+, Radius and LDAP)

Why Select Eirteic for Installation Services?

Eirteic's installation and configuration services enable any organization to maximize its time-to-value and ensure that EMC/VoyenceControl is deployed in a manner designed to optimize benefits to the organization. The service begins with installation of EMC/VoyenceControl on customer-provided hardware. Eirteic consultants will work with your team to create up to five (5) different users and five (5) groups for access to EMC/VoyenceControl. Through a combination of best practices and customer interviews, we will develop two (2) policies and two (2) templates that map to your compliance requirements. In addition, we will develop three (3) reports that you can use to audit and report on compliance for both technical and business-level audiences.

Training

Eirteic Consulting is one of only a handful of strategic partners to offer EMC/VoyenceControl customer training. Our certified consultants will tailor a training agenda to meet your specific needs. Eirteic's implementation package for EMC/VoyenceControl includes training for up to five (5) individuals provided on-site at the customer's location. Both Application Administrator and End User training classes are included as appropriate. Courses are hands-on and include the most effective combination of lecture, real-world scenarios and lab exercises. Upon completion of the training, customers will become EMC/Voyence Certified.



Your Partner for Superior Management Solutions



"One of the biggest challenges is how to integrate new tools. It's hard to find one that will meet all needs. When adding new tools to existing services it's extremely valuable to have a trusted partner to work with. Knowing that Eirteic is looking out for me and my business, as well as providing the insight into new revenue streams, is the value-added differentiator that sets them apart from other service integrators."

*Atrion's Product Manager for Managed Services,
Diane Tirschel-Peden*

Integration Services

To reap the full benefits of your change management solution, it must function as part of your existing process workflow. Eirteic specializes in integrating EMC/VoyenceControl with industry-leading fault and performance management Solutions as well as help desk and trouble-ticketing systems. Select from a menu of packaged integrations such as IBM Tivoli Netcool, HP Network Node Manager, and HP Service Center, and you're on your way to increasing management efficiencies and reducing your cost of operations.

Support

As a customer, you expect IT problems to be resolved around the clock with rapid response, but are often limited in terms of access to expertly trained help desk personnel. Eirteic offers the ability to cost efficiently consolidate your organization's support requirements with a single, experienced support provider and partner. Eirteic support services deliver 24x7 access to help desk personnel, proactive monitoring, and rapid problem resolution. We offer a customized and adaptable support structure that is built upon ITIL & ITSMF methodologies and best practices. Our team of experts includes 50 dedicated and fully-certified IT consultants with 300 years of combined expertise. In addition, our service desk and systems monitoring centers are equipped with state of the art ticketing systems, knowledge-base solutions and network monitoring software. This technology, coupled with the experience of our support engineers and consultants, ensures that your business is provided with efficient and experienced support services anytime, anywhere.

About Eirteic Consulting

Since its inception in 2000, Eirteic Consulting has been dedicated to providing quality OSS and ITSM solutions. It has a proven track record in delivering solutions to the telecommunications, service provider and enterprise marketplace. With headquarters in Ireland, Eirteic Consulting has offices in the US, Europe, South Africa, Australia and is highly active in the global marketplace; Eirteic Consulting has worked with customers in over 20 countries consistently delivering best of breed OSS and ITSM deployments. Its consultants have accumulated vast knowledge of the OSS and ITSM spaces as a result of this global footprint and are accredited to the highest levels required in the software tools that the company offers. Eirteic Consulting provides consultancy, integration, training and support for the most valuable network tools available to operators today.



Your Partner for Superior Management Solutions