

# BT Global Services



*„We cannot really lose any time when there is a serious issue. Severe incidents are luckily a rarity, but when they do occur we need to be absolutely sure that we are immediately aware and able to respond.“*

Bas van Genugten, Service Operations Manager, ICT Operations Benelux, BT Global Services



## Background

BT is one of the world's leading providers of communications services and solutions, serving customers in more than 170 countries. Its principal activities include the provision of networked IT services globally; local, national and international telecommunications services to its customers for use at home, at work and on the move; broadband and internet products and services and converged fixed/mobile products and services. BT consists principally of four lines of business: BT Global Services, BT Retail, BT Wholesale and Openreach.

BTGS serves 100% of the FTSE 100 companies, 84% of the Fortune 500 companies, 86% of Interbrand's top 50 annual ranking of the world's most valuable brands and 91% of the world's top 100 financial institutions and central and local government organisations and other public sector bodies in 24 countries around the world. BT Benelux has approximately 900 employees in the Netherlands and around 300 in Belgium delivering services for networks, security, managed IT services, communications and consultancy.

## Business Challenges

During implementation of a new Microsoft System Center based monitoring project, BT GS still used the existing alerting functionality of the centralized tool stack, but unfor-

tunately and painfully that proved to be unreliable, so BT GS was looking for an alerting system that could be managed easily, that would be customizable and that would give BT GS enough safeguards to make sure alerts are not missed. BT GS needed more flexibility in alerting to be able to support their data center customers.

## Make sure alerts are not missed

### Why Enterprise Alert®?

The decision for Deraldack was based on a fairly straightforward set of requirements (configurable way of alerting on-call staff and customers via multiple communications channels, safeguards such as acknowledgements and alerting of management, interfaces for the systems in use such as SCOM, HP Service Manager, redundancy of the platform, etc.) while still retaining a very high standard when it comes to ease of use and maintenance.

### How/where the product was deployed

The main use is currently in delivering the monitoring traps to the support staff of about 50 people. Mainly that will be for out of hours support, but engineers tend to also use it during the day to keep track of urgent matters when they are in meetings or otherwise occupied.

### Client

BT Global Services, Benelux

### Industry

Telecommunications & Data

### Business challenge

- Make sure alerts are not missed
- Flexibility in alerting workflows
- Easy management of the platform
- Integration with HP Openview and Microsoft System Center

### Business benefits

- Guaranteed alerting
- Assurance of customer SLAs
- Low maintenance effort

### Learn more

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### What business benefits has the client enjoyed as a result

Bas van Genugten, Service Operations Manager, ICT Operations Benelux, BT Global Services, explains: “Our data center services customers have very diverse support contracts with differing SLA’s so the ease of using Enterprise Alert to get the information to the right engineers and enable them to make the correct decision for a specific customer at a specific moment has helped us greatly.”

**“We cannot really lose any time when there is a serious issue: 200,000 government officials will be impacted if we miss an alert.”**

He adds: “With Enterprise Alert we can make sure we get the alerts. In short, Enterprise Alert is a solution that is sure to deliver without the disadvantage of any unnecessary complexities.”

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