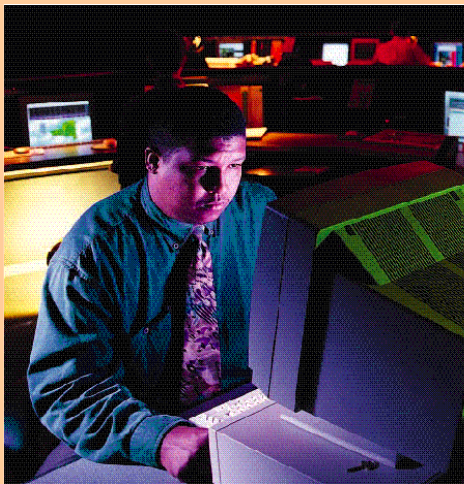




VitalSuite at Work

Codetel credits superior network performance

Codetel, a subsidiary of global telecommunications giant GTE and the largest telecommunications provider in the Dominican Republic, maintains its competitive advantage by deploying leading edge technologies. And when it comes to managing those technologies, Codetel relies on VitalNet, a member of the VitalSuite product family.



Codetel, the largest telecommunications provider in the Dominican Republic, uses the VitalNet network performance monitoring solution to measure how well the company's complex network infrastructure is performing for more than one million customers.

"To continually improve the performance of our commercial network services, we require tools that can measure the response times of network elements and links in a proactive way – and correct problems before they happen," says David Fernandez, operations manager for data and multimedia services at Codetel.

As Codetel's network performance-monitoring solution of choice, VitalNet delivers an effective tool for measuring how well hubs and routers are performing for the company's one million customers during peak traffic periods. By helping Codetel understand how its complex network infrastructure is performing, VitalNet enables the telco to provide its customers with consistent, reliable network communications for Frame Relay, ISDN, leased lines and other services.

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By supporting the industry-standard Application Response Measurement (ARM) API, VitalNet can also be easily integrated with leading network and system management platforms such as Hewlett-Packard's OpenView, allowing Fernandez to monitor network trends and proactively detect and resolve network events before they negatively impact system performance.

"By being able to anticipate potential problems before they actually happen, we will reduce network downtime and save on administrative costs," Fernandez explains. Since VitalNet was installed in April 1999, Fernandez reports that network uptime has improved by five percent, and he expects the company to save about \$50,000 (U.S.) in administrative costs in the first year alone.

Before discovering VitalNet, Fernandez and his staff evaluated several low-level network monitoring tools in search of a solution that could deliver the type of statistical information they were looking for. Once they found and evaluated EnterprisePRO, VitalNet's predecessor, the Codetel team agreed it had the best feature-set and documentation of any product in the industry. More important, Codetel wanted a solution it could resell to its growing customer base – a solution like VitalNet and the rest of the VitalSuite product family.



VitalNet monitors the performance of hubs and routers from the corporate network operations center, enabling Codetel to provide customers with consistent, reliable network connections for Frame Relay, ISDN and leased line services.

"Our customers are fairly distributed through-out the Caribbean, and many are local branches of international companies that conduct business in our region," explains Fernandez. "Therefore, it is equally important for our customers to understand how their own networks are performing. If



they can tune their networks with the same tools we are using, the relationship between us will be clearer because all of us will be working with similar information.”

Having similar – and better – information will also enable Codetel’s Professional Services group to work more closely with customers on issues such as capacity planning. Not all of Codetel’s customers have the same needs, Fernandez points out. “Some prefer to have more control over their networks, while others would like us to be in control,” he says. “So we need to be flexible in doing business.”

Fernandez doesn’t view capacity planning just in terms of making unlimited network bandwidth available for every client. “That is not very cost effective, nor very efficient,” he says. “By analyzing the statistical information that VitalNet provides our clients, we can then recommend intelligent improvements in the way they transmit data.” That doesn’t necessarily mean investing in higher bandwidth links or more powerful hardware to improve network performance scalability, Fernandez points out. “Often you can improve network performance by simply reconfiguring and improving the communications between existing network elements, the communications links between client hubs and routers and Codetel’s network, or even by making minor changes in a client’s network infrastructure,” he says.

For Fernandez, VitalNet and the rest of the VitalSuite product family provide Codetel more than just the ability to improve network operations. It also delivers the ability to build stronger and more trusting relationships with their customers. “By offering VitalSuite solutions to our clients,” says Fernandez, “we not only reduce network downtime significantly for everyone, but we will build better relationships through higher quality service without increasing costs.” And that, Fernandez concludes, is the way Codetel will continue its competitive leadership.

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