NetworkIP Builds Secure Platform for Future Expansion with IBM IDS 10

One Point Solutions provides IBM IDS 10 upgrade that increases efficiency, security, safety and saves money at NetworkIP

NetworkIP Customer Response Center
NetworkIP customer support staff monitor billions of connections on their network from a central facility to ensure they provide optimum performance

"With IBM IDS 10, our database engines have never been more reliable & never before did we achieve the level of performance we enjoy today. Thanks to One Point Solutions and IBM, we are now able to achieve technical goals with our database engines that were not possible before."
Brian Kirk, Director of Systems Engineering, NetworkIP

Since 1998 NetworkIP has been managing billions of connections offering their customers a comprehensive range of pre-paid on-line services. Their slogan:

Your Connections. Our Commitment.

Including Virtual Platform, Prepaid Long Distance, Prepaid Conferencing, Prepaid Internet and Prepaid VoIP, NetworkIP offers the best combination of usage-based pricing, integrated prepaid services and features, quality and management controls.

With no capital or back-office investment, from facilities to billing to back office, NetworkIP customers run their entire business on NetworkIP's Carrier-Grade Virtual Platform.

With years of continued success and a growing customer base, it became evident to NetworkIP that their aging architecture supporting their database solution was in need of upgrading, in order to improve performance and support their thriving business through enhanced customer support and satisfaction. An internal system evaluation identified that the Informix licensing and support contracts were based on a three-year old model that did not take advantage of the many subsequent technology changes and benefits that IBM Informix Dynamic Server (IDS) has to offer.

Their lack of a robust disaster recovery plan was another major concern that needed immediate attention. Less than optimal back up, recovery and system redundancy left NetworkIP open to a business crippling event that had to be addressed immediately.

Seeking a Solution

NetworkIP conducted a stringent vendor selection process including a business and technical requirements evaluation as well as each vendor's ability to control costs while implementing all the technical aspects of the solution. Potential solutions including switching to an Oracle or MySQL system were considered, but NetworkIP decided to stay with the IBM IDS environment.

They turned to IBM Business Partner One Point Solutions, recognized as a world leader in IBM's IDS technology, winner of IBM's Information Management Partner of the Year Award in 2004, and a finalist for the 2006 North American Distinguished Achievement Award.

One Point Solutions proposed and implemented a solution that answered NetworkIP's immediate needs, reduced their total costs of ownership, improved their return on investment and provided a clear path for the company's future technology and business expansion.

$180,000 of Savings plus a 75% Man Hour Reduction...

Business Challenge

NetworkIP's IBM IDS support contracts were based upon older and outdated licensing agreements that not only cost more, but didn't take advantage of the many changes in IBM IDS technology.

In effect paying more for less...

Typical problems such as time delays in generating critical reports added inefficiency to the overall problem. Running the older version of IBM IDS 7 prevented NetworkIP from utilizing new features that would improve performance and make system administration easier.

The most alarming issues were the lack of a hot standby server for their most important customer facing database engine and the complexity of the back up and restore processes. As they also were not able to properly implement High Availability Data Replication (HDR), lengthy manual processes were employed, system downtime increased and man-hours soared during recovery procedures due to outages.

The Solution

One Point Solutions recommended NetworkIP upgrade to IBM Informix Dynamic Server 10. To benefit from its greatly improved performance, superior disk management features, enhanced internet options and to implement a new licensing agreement only possible with IBM IDS 10's flexible licensing options.

The system nows runs High Availability Data Replication (HDR) across six pairs of servers providing a "hot standby" in the event of a system failure.

Along with a server consolidation saving in excess of $60000 in facilities costs One Point Solutions set up remote diagnostics to monitor system performance. NetworkIP now has a secure system incorporating full disaster recovery and failover capabilities.
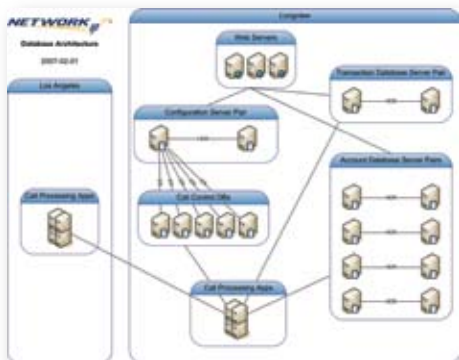
Business Transformation

NetworkIP and One Point Solutions worked together to determine the best practices going forward with IBM IDS 10. The upgrade provided a familiar environment with no need to re-architect software applications for a new database management system, therefore leveraging NetworkIP's existing investment.

NetworkIP is now using HDR between 6 pairs of servers all running IBM IDS 10. They are now utilizing many of the new performance enhancements of IBM IDS 10 to reduce query times, reduce down time, improve overall IBM IDS performance and perform system administration without impact to the real-time systems accessing the databases. This was a level of data reliability NetworkIP had never experienced before.

One Point Solutions also set up remote diagnostics and monitoring to ensure that these new levels of output are operating at optimum performance.

"With IDS's zero maintenance HDR solution I can rest easy at night knowing that each critical database engine has a hot standby that can be quickly and easily brought into service in the event of a hardware or operating system failure." Andrew Ford, Sr. DBA, NetworkIP

Integration

The challenge facing NetworkIP and One Point Solutions was working in an environment whereby Informix system commands could not be run on production hosts prior to upgrade.

Upgrading the operating system was a requirement and the IBM IDS engine upgrade had to be synched while still leaving one server to handle current production traffic.

The upgrade had to be completed without disruption and on a very tight timeline. NetworkIP DBAs & systems administrators achieved this integration seamlessly.

Business Benefits

The new license and support model will save NetworkIP an estimated $120,000 over three years, improving their ROI significantly.

In addition NetworkIP was able to eliminate their large server and disk farm, which resulted in $60,000 of savings in facilities costs, as well as removing all the inefficiencies of the old system. This server consolidation has resulted in a reduced total cost of ownership.

Daily time consuming tasks have been dramatically cut, resulting in a 75% reduction in database man-hours. Recovery from outages has been reduced by over 90%, and critical reports are now generated 3 times faster.

Facing the Future...

The IBM IDS upgrade implemented by One Point Solutions has given NetworkIP a robust platform that will deliver increased efficiency and productivity for years to come. NetworkIP now has increased security, performance, ROI and their Internet options.

In effect getting more for less...

An improved disaster recovery program including back up, recovery and failover (through HDR). A preparedness for future growth of the organization and a healthier financial future with reduced cost of ownership and increased return on investment.

"One Point Solutions has been dedicated to Informix technology for 10 years. We spend a lot of time working with customers to choose and implement the right IBM IDS solutions for their ongoing business needs, rather than just selling licenses. We are extremely excited about the future of IBM IDS technology and will continue to grow with it" Ron Flannery, President, One Point Solutions

For additional information on how **One Point Solutions** can help your organization, contact us at **(248) 887-8470** or visit our Web site at **www.OnePointSol.com**

One Point Solutions and IBM working with NetworkIP:
- 75% man hour reduction
- Outage recovery time reduced by over 90%
- Remote diagnostics for optimum performance
- Disaster recovery and failover features
- Significant cost reductions