

**NETCOOL<sup>®</sup> Suite<sup>™</sup>**



**VIRGIN ATLANTIC**

C A S E S T U D Y

**MICROMUSE<sup>™</sup>**  
NETCOOL<sup>®</sup> SOLUTIONS

# MICROMUSE'S NETCOOL HELPS VIRGIN ATLANTIC REACH NEW HEIGHTS

Virgin Atlantic started off in 1984 with one jumbo jet, a big idea and lots of enthusiasm from its charismatic figurehead, Richard Branson. Now Virgin Atlantic has become the second largest British long-haul international airline, operating services out of London's Heathrow and Gatwick airports to 19 different destinations all over the world, as far apart as Shanghai and the Caribbean. Virgin Atlantic is now firmly fixed in the public's mind and its rapid growth in popularity has been matched by a growth in the systems, applications, and the associated information technology infrastructure that is necessary to support a customer-focused and service-driven multi-million pound business.

Virgin Atlantic's global Operational Support System (OSS) supports more than 70 sites throughout the world and comprises over 200 Compaq servers and around 500 additional critical network devices, including Cisco routers. This internal network is used to deliver a range of services to staff that includes Oracle databases, print servers and Lotus Notes servers; all vital for its day-to-day operations. The challenge was to integrate data and alarms from Virgin Atlantic's various global network servers into a single and centralized event management system to present a consolidated view of the network to the Virgin Atlantic network operations staff.

The existing network management team, comprising just a handful of staff based at Virgin Atlantic's head offices in Crawley, UK, were under increasing pressure to maintain and improve internal services and overall system performance. Rather than upgrading the existing system – a potentially expensive route and that can take years to complete – Paul Williams, Manager of Networks, Voice and Data at Virgin Atlantic, deployed Micromuse's best-of-breed (business and service assurance) fault and service assurance solution, the Netcool® suite, to squeeze more performance from the already tried and tested installation. Micromuse's flagship Netcool/OMNibus™ application and Netcool/Internet Service Monitors™ (Netcool/ISMs™) will present network operators with a realtime, consolidated view of the network to help ensure the availability of network-based products and services across Virgin Atlantic's global operations.

After evaluating several options, the total solution combined Netcool's fault management capabilities with Critcall's alarm management functionality and resulted in a comparatively inexpensive £170k project. This included both the software consultancy and training costs and was delivered and fully integrated

by Abilitec, a Netcool Certified specialist headquartered in the UK. Abilitec were able to take the project from the initial contact with Virgin Atlantic to a fully installed and operational system in less than a year.

"Ours is quite a small team and like so many others in the industry, we're constantly over stretched and under resourced," explains Paul Williams. "Abilitec proposed a solution that was easy and fast to deploy globally, plus made good practical and economic sense. And this has proved to be a prudent decision as it has already started to deliver a significant increase in productivity, without having to increase the ever important headcount."

As part of the project Virgin Atlantic also opted to integrate Critcall's AlarmPoint automated notification and response application with its Netcool solution, as proposed by Abilitec. When a business critical fault appears on the network, AlarmPoint automatically contacts the relevant people by phone, mobile, pager or email and explains in a human voice or text message what has happened.

"The decision to deploy AlarmPoint effectively means we benefit twice," comments Paul Williams. "The time we previously spent on monitoring the systems and then keeping others in the information loop can be more beneficially allocated to other projects or activities as this function is now fully automated."

**Abilitec**  
Where ability and technology meet...

## ABOUT ABILITEC

Abilitec implements "best of breed" software that integrates into an existing network management infrastructure to proactively keep users informed about all problem events and the actions taken to resolve them. Formed in April '99, Abilitec boasts an ever-growing number of leading international organizations amongst its customers, has already achieved ISO9001 status, and recently picked up three prestigious Enterprise 2001 Awards. Turnover in the year to April '01 more than quadrupled to exceed £4m and is set to double again over the next 12 months.

**MICROMUSE**  
NETCOOL® SOLUTIONS

Corporate Headquarters  
139 Townsend Street  
San Francisco, CA 94107  
415.538.9090  
www.micromuse.com

## ABOUT MICROMUSE

Micromuse Inc. (Nasdaq: MUSE) is the leading provider of realtime fault management and service assurance software. The Netcool® suite is used by Telco, Internet, Broadband, and Wireless service providers, and corporate enterprises worldwide. The company is headquartered in San Francisco, with regional offices across the Americas, Europe, and Asia-Pacific.