

TNT Manages Global IP Network with VitalQIP Network Management Software



Company Profile

Name: TNT

Industry: Shipping & Logistics

Country: Global

Other Company info:

TNT is a global provider of mail, express delivery and logistics supply chain services and employs over 163,000 people.

“ We knew that we were going to be using our network for Web-based applications, VoIP and computer telephony integration for call centers. But our network wasn't ready for that, and we needed a way to prepare for the future ”

- John Riley,
Senior Network Architect, TNT.

A well-managed IP network is key to the success of a global express shipping and logistics supply chain firm. When TNT needed to provide central IP management of its global network, it turned to Alcatel-Lucent's VitalQIP®

Challenge

For TNT, the world's leading provider of express delivery services and supply chain solutions, to centrally manage IP on an expanding global network which was being administered on a country-by-country basis. TNT also wanted to gain visibility and control over IP, DNS and DHCP for its network so that it could deliver new IP-based productivity solutions, including Voice over IP (VoIP) and Web-based enterprise applications.

Solution

Alcatel-Lucent's VitalQIP® DNS/DHCP IP management software for configuring, automating, integrating, and administering IP services across the network.

Results and Benefits

- Centrally assign and manage IP resources across a world-wide network
- Provide TNT with a global DNS architecture
- Lay the groundwork for a network that supports VoIP and enterprise applications such as computer telephony integration (CTI) for call centers
- Manage a growing, increasingly sophisticated network in a cost-effective manner
- More easily migrate to a newer version of Windows

TNT had a large, growing, decentralised global network. It left IP management of the network to each separate country, assigning subnets to the countries, but let each country assign and manage its own IP addresses.

Typically, a country would keep track of IP addresses in a spreadsheet kept on a local computer. TNT's central IT group had established a set of standards for how to assign IP addresses, such as how to allocate printer and server addresses, but the group had no way to ensure that its rules were being followed.

As the network and number of IP addresses grew, decentralised control of IP addresses became problematic. Because there was no central way to check whether an IP address had already been assigned, IP conflicts were common. Users would be disconnected from the network, and network devices such as servers and printers would become unavailable. TNT was looking for a tool that could give it centralised management of its IP resources, and ensure there would be no conflicts. It also wanted the tool to be able to assign IP addresses quickly and efficiently, and to handle DNS and DHCP.

TNT examined several different vendors for providing the solution, and chose Alcatel-Lucent's VitalQIP®. The solution worked best with TNT's existing and future network environment, and gave it global DNS management in addition to IP management. Additionally, competing vendor solutions required that extra hardware be purchased, while the Alcatel-Lucent solution required no new hardware. For installation and support, TNT turned to Accumuli

Security, a leading Alcatel-Lucent business partner in delivering services and products in dynamic IP environments. The Accumuli Security professional services team over-saw the installation and implementation, managed the business relationship, and handled all the support issues. "The distributed nature of TNT's business demanded a stable, comprehensive IP management solution," said Dean Murtagh, Sales Director of Accumuli Security, "and Alcatel Lucent's VitalQIP was installed by Accumuli Security as the product of choice due to its robust architecture and well-proven performance in our other Enterprise customers."

TNT will gain substantial benefits from the project. It will be able to reduce and control ongoing management costs. It will also benefit from increased productivity because the network is available more of the time, and because new applications can be rolled out more quickly.

Network availability has been increased because there are no longer IP conflicts. Troubleshooting time has been significantly cut because there is now a centralised way to look up IP addresses when there are network problems TNT can now manage a unified global DNS architecture, instead of having each country handling its DNS independently. It currently manages 45 DNS servers globally. Additionally, centralising control of IP allowed TNT to more effectively manage its pool of IP addresses. When it allowed individual countries to assign IP addresses, it gave each country more addresses than each needed, because the company had no central way to track IP address assignments. Ultimately, it could have run out of IP addresses.

About Accumuli Security

Accumuli is a leading, rapidly growing, UK-based independent specialist in IT Security.

Accumuli specialises in value-added solutions and services to help organisations secure their business against the ever-increasing threat landscape. Accumuli's solutions and services secure IT infrastructure, remove complexity of security management, provide real time security intelligence and reduce total cost of implementation and on-going management. Accumuli achieves this through a combination of Technology, Professional and Managed Services, underpinned by its highly experienced, highly skilled employees.

Accumuli's global customer base consists of companies of all sizes across an expanding range of industry sectors, including financial services, utilities, telecommunications, manufacturing and government.

Accumuli is a public company quoted on the AIM market of the London Stock Exchange with offices in Basingstoke, Cambridge and Leeds. For more information visit www.accumuli.com

This case study was authored by the Case Study Forum. The Case Study Forum is dedicated to writing and publishing case studies for the IT community.

For more information on this or our other security solutions please contact us at:

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