Case Study

About Kedron UK
Network and application performance management technology expert Kedron UK works with some of the UK's largest enterprises to assist with their IT service performance challenges. From the initial assessment and concept development right through to solution delivery and optimisation it combines cutting-edge technology with exceptional service and expertise to help clients maximise performance and operational efficiencies.

The client
The London Borough of Camden Council is divided into a number of directorates covering areas such as housing, education, leisure, business, health and social care, policing, public safety, transport and streets. It currently has over 24,000 businesses and around 210,000 residents and, with estimates indicating that the population will grow by 18 per cent between 2006 and 2026 (GLA Round-based Population Projections – RLP High), ensuring that it can provide an efficient and responsive service to inhabitants is vital to the smooth running of the council.

The challenge
The London Borough of Camden Council is responsible for delivering a number of essential frontline services to the 24,000 businesses and 210,000 residents across its jurisdiction, and the successful implementation of these services is an important priority.

IT and IP Telephony (IPT) solutions play a vital role in facilitating the day-to-day operations of the council and its directorates. In order to further enhance the services it provides visibility of data was key, and the council needed a cost-effective solution that would enable performance monitoring and troubleshooting across the network.

The solution
Expert consultants from Kedron UK worked closely with the London Borough of Camden Council, project managing the design, installation and configuration of the technology. They also provided training and support as part of the three-step 'Plan, Provide and Assure' package. This ensured smooth implementation across the network, helping to deliver maximum return on investment for the council from day one.

Plan
Kedron UK carried out a full assessment of the council's requirements. This included a review of the current tools strategy, the personnel resource available to manage the technology, the key services delivered by the network and the scope of the environment the solution would be working within.

> "IT underpins many of the services delivered by local authorities and, with budgets becoming increasingly tighter, ensuring network solutions deliver the best value for money is essential for councils. The technology we implemented for the London Borough of Camden offered a tried and tested solution that was cost-effective, fast to deploy and flexible enough to meet the future demands of the council."
>
> **Roland Stigwood,**
> Managing Director,
> KedronUK

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KedronUK
Enterprise Management Solutions

Provide

Engaging with the London Borough of Camden Council to assist with the visibility of its IPT performance, Kedron UK recommended a package of solutions from Network Instruments. Designed to provide central visibility of the quality of service experienced by end users, the technology also incorporates in-depth analysis and troubleshooting to identify and address any issues across the network.

Following the first stage of implementation, Kedron UK helped the council leverage additional benefits. The solution was developed further to provide full analysis of all network traffic - not just IPT – offering a highly configured network-based, application-aware performance management solution. Kedron UK also enabled the council to provide executive reporting and dashboards around IT service performance, adding an advanced reporting component to provide enterprise-wide feedback of key services delivered by the network team.

The Network Instruments solutions implemented for the London Borough of Camden Council by Kedron UK include:

Observer

With robust and comprehensive analysis, Observer gives deep insight into network, application, virtualisation and Unified Communication performance. Providing a reliable method of centrally visualising data from remote instances and probes across the enterprise, it offers immediate resolution, helping to build long-term improvements to give maximum application health and performance.

Network Taps

Quick to deploy and economical to implement, Network Taps make data visibility and analysis easy, giving round-the-clock access to traffic without disrupting data flow or wasting time. These passive devices keep traffic flowing even when power doesn't, offering streamlined form factors and an array of configuration options without the risk of dropped data.

Observer Reporting Server (ORS)

Providing 360˚ visibility into network health ORS acts as the command centre, combining flow technologies, captured packets, system health and expert analysis to provide an overall view of service health. Offering superior monitoring of the end-user experience, it obtains integrated views of application, network and infrastructure performance to ensure critical business processes function smoothly and wider IT objectives are supported.

Assure

In addition to designing a bespoke solution to fit technology environment and functionality requirements with fully project managed delivery, Kedron UK also provided the council with comprehensive training, enabling it to reap maximum benefits from the solution. Potential future demands were also taken into consideration, resulting in a scalable solution flexible enough to cater for the evolving needs of the council and its IT environment going forward.

"The London Borough of Camden was blind to the types of data that traversed the network until we deployed Observer. Kedron UK came in and sat down with us and together we identified areas which needed to be monitored. We purchased the product and they helped us deploy it. Now we have been able to fault find application performance issues ten times faster than we have been able to in the past."

Fabio Negro
Data Centre and Networks Manager, London Borough of Camden

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