



timico

TRUSTED, RELIABLE AND SCALABLE SUPPORT FOR TIMICO

TIMICO SELECTS KEDRONUK

THE CHALLENGE

Timico is an independent managed service provider, supplying converged communication, network and hosting solutions to UK businesses since 2004. Offering a range of managed internet services including fibre broadband, Ethernet, MPLS, hosting and VoIP solutions, the company is also a fully licensed mobile service provider (O2 and Vodafone).

As its customer base and network rapidly expanded, the IT solutions used by Timico began to prove unwieldy, requiring

excessive manual configuration. The company wanted a comprehensive, scalable solution that would enable them to monitor their own internal network, with the flexibility to extend services to customer networks. They needed a trusted and reliable support package backed by a high level of service and technical expertise.

EASY MONITORING

"Thanks to KedronUK we can now easily monitor the health of our growing estate, delivering added value to our clients."

We currently have SolarWinds on trial to several key customers, enabling them to effectively monitor real-time performance against agreed Service-Level Agreements. We have also extended NetFlow statistics on request, allowing customers to look at how their network is being used."

**CALUM MALCOLM,
GROUP OPERATIONS DIRECTOR
TIMICO**

SCALABLE SOLUTION

"KedronUK is a leading partner of SolarWinds and our team of certified engineers is experienced in delivering complete projects to a range of clients within the UK, Europe and even India."

We had no hesitation in recommending SolarWinds products to Timico as they offer a cost-effective and scalable solution that will meet the needs of Timico and its growing customer base, both now and in the future."

**PHIL SWAINSON,
TECHNICAL DELIVERY AND
SUPPORT MANAGER
KEDRONUK**

BENEFITS THE FRONTLINE

"We have received extremely positive feedback from clients, who feel the reporting suite is vastly improved."

It has also benefited our frontline helpdesk teams as they can now easily see where the issues on the network are without resorting to using more skilled engineers."

**CALUM MALCOLM,
GROUP OPERATIONS DIRECTOR
TIMICO**

THE SOLUTION

Our expert consultants carried out a full assessment of Timico's technical and business requirements. This included a review of their current strategy, the personnel resource available, the key services required and the scope of the environment the solution would be working within. Based on our analysis, we recommended an end-to-end solution from SolarWinds, offering a comprehensive overview of network devices, servers, applications and traffic in one fully integrated system.

SolarWinds offers an award-winning set of cost-effective management tools that are easy to use and fast to deploy. This solution allows Timico to manage its considerable growth and deliver added value for customers by offering additional services from a trusted and recognised brand. To help ensure the seamless integration of the software across Timico's network, KedronUK project managed the design, installation, configuration and training processes, delivering immediate results and giving the client maximum return on their investment.

SharePath's capabilities include:

- Network Performance Monitor (NPM): Quickly detect, diagnose and resolve performance issues before outages occur. Delivering real-time views and dashboards, users can visually track and monitor network performance at a glance. It also uses dynamic network topology maps and automated

network discovery, making it easier to manage expanding networks.

- NetFlow Traffic Analyzer (NTA): Monitor network bandwidth and traffic patterns down to the interface level, converting this data into easy-to-interpret charts and tables that quantify exactly how the corporate network is being used, by whom and for what purpose.
- Network Configuration Manager (NCM): Helps to protect against unauthorised changes and provide immediate visibility of cause and effect between configuration errors and network performance. It also includes nightly configuration backups, bulk configuration changes and user tracking, as well as inventory and compliance reporting.
- Server and Application Monitor (SAM): Monitor performance and user experience for virtually any application, overseeing server hardware faults and operating systems across multiple platforms. Providing expert guidance on what to monitor and why, as well as optimal thresholds, it includes customisable dashboards and reports.
- Enterprise Operations Console (EOC): At-a-glance insight into enterprise network performance. Scalable to monitor over a million network elements with no degradation in service, it consolidates critical monitoring data from multiple customer sites onto a single screen, providing unified visibility throughout geographically distributed networks.

THE RESULTS

timico

**ADDED VALUE
FOR CUSTOMERS**

**VASTLY IMPROVED
REPORTING SUITE**

**EFFECTIVE REAL-
TIME PERFORMANCE
MONITORING**

**COST-EFFECTIVE
NETWORK
MANAGEMENT**

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