

The minimisation of recovery effort
when replacing defective switches



Change Driver

The IT Service Operations Manager and his team in the central Network Operations Centre (NOC) of an international textile trading company has the task of ensuring the smooth operation of switches in 125 shops worldwide around the clock.

He wants to keep recovery times to a minimum if a switch fails, or device needs to be replaced.

He is also interested in automating essential parts of the IT service process.





The success factor of our solution approach is the integration of the existing systems and the use of Damovo applications, so that a seamless and almost fully automated sequence of all partial steps in the failure scenario is made possible.

The incident process is now automated as follows:

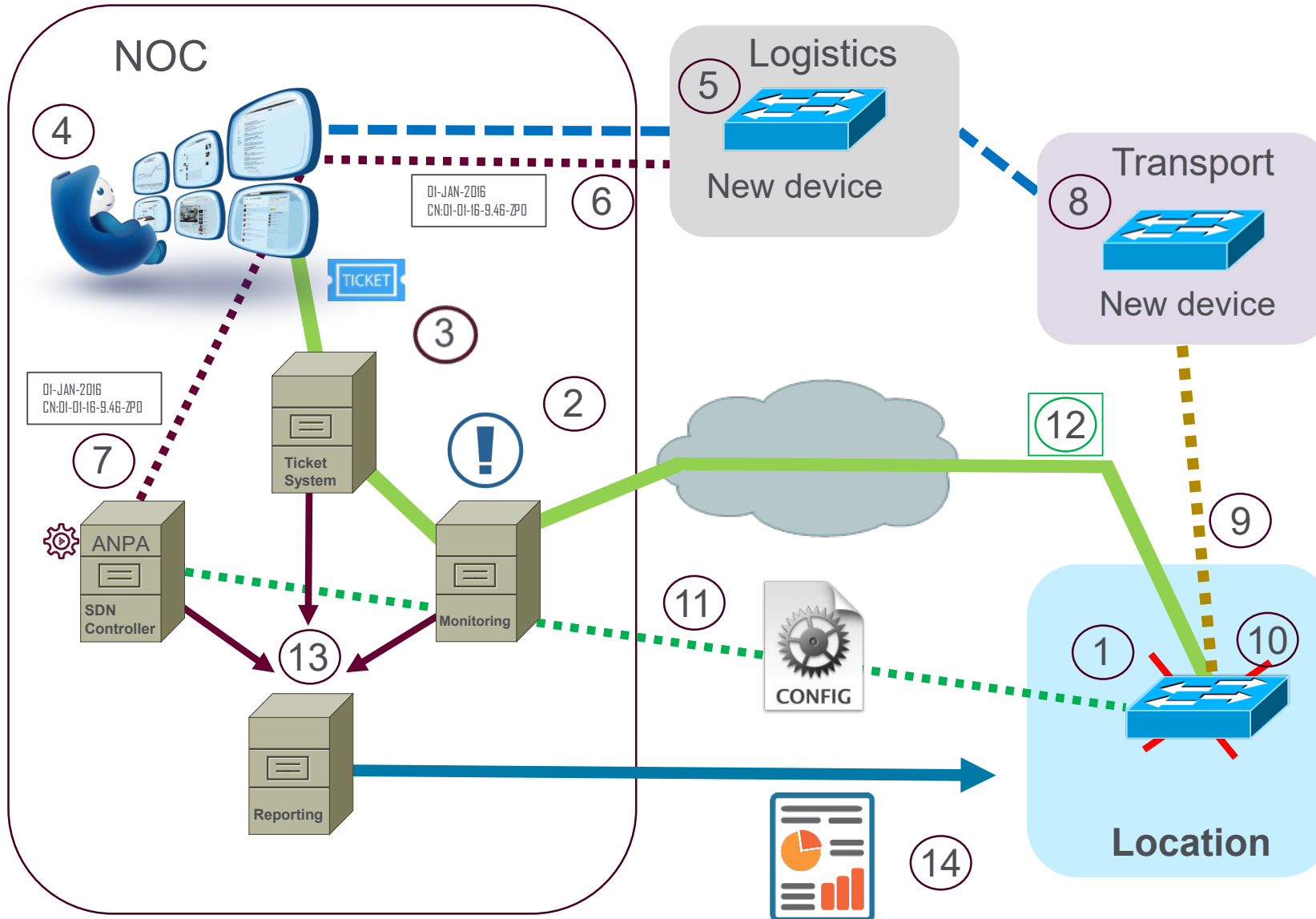
(1) - (3) The monitoring system reports the switch failure and automatically generates an incident in the ticket system.

(4) + (5) The notified NOC employee checks whether the switch needs to be replaced and then initiates the replacement process with the manufacturer.

(6) + (7) The serial number of the replacement device is confirmed by email, read out with a middleware and communicated to the APIC-EM controller via API call.

(8) - (11) The defective switch and the wired devices are disconnected. The replacement switch, which is shipped directly to the site, receives the correct configuration data as soon as it is connected in the network, after successful authentication.

(12) The Damovo application ANPA performs an automated device identifier, which moves the correct configuration data, even if it is plugged into a different port, thus ensuring the functionality of the service.





Customer Value

D A M O V O

This is how the **IT Service Operations Manager** benefits

Re-commissioning is now carried out almost completely automatically and without the need for experts on site, reducing time expenditure by 30%.

Due to automatic configuration and guaranteed device connectivity, replacement error rates have significantly reduced.

Real-time documentation of all ports is now available at the touch of a button.

This is how the **company** benefits

By automating and eliminating the need for network specialists on the remote sites, the NOC inventory team can also handle increased ticket volumes.

The decoupling of configuration and logistics has considerably reduced transport costs.

Repair and replacement times have been reduced so that business operations can be resumed more quickly.

