D-VOIS delivers unperturbed & superior network service
to clients across the nation with Everest's all-in-one integrated tool

THE CHALLENGE

Under the brand name **"I-On", D-Vois** has acquired a reputation for reliable and cutting-edge Internet solutions to suit various segments like Retail, Hospitality, Campus Wi-Fi, Corporate and Public Wi-Fi, thus having over 200000+ customers across Pan-India. With an increasing number of customers, D-Vois soon started to face major challenges in monitoring the core network and connectivity across these customer sites, maintaining customer SLAs, addressing daily customer issues with internal teams managing these issues manually was causing extreme delays in customer response time and leading to unavoidable human errors.

Also, D-Vois faced a critical roadblock with its field engineers not having any automation of on-field quick guide for resolving issue as well as immediate update of status after the task completion. These led to creation of interdependencies between multiple departments who were working in silos, leading to conflicts between internal teams, reduced work efficiency and huge business loss. To overcome all these challenges D-Vois' core team set out on a quest to find an integrated NMS and Service Desk tool to better manage all customers across all business segments in a unified manner without any SLA breach.

THE SOLUTION

After multiple rounds of various tool evaluation process, most of the tools could not hit the right chord with D-Vois core IT team given these tools were standalone and could solve only partial problems of the entire picture. However amongst these tools, Everest suite had already created a notable difference as the tool comes readymade with an integrated platform for monitoring the entire network (IMS), as well as managing customer requests and tickets (ITILv3 based Service Manager) with automatic conversion of network faults to immediate ticket logging.

Before the final installation, Everest team jotted down all the bottlenecks to provide D-Vois team long-lasting solution. Installation started with the IMS section first, to map-manage-monitor all the links through which D-Vois is providing connectivity to its customers across the country. Apart from monitoring 200,000+ links, Everest IMS covered the servers and networking devices in the Head Office (Mumbai) to ensure proactive monitoring of the core datacenter. On faulty behavior of any of the devices / links, immediate alarms were generated in the system with

simultaneous notification being sent to the respective field engineer, plus automatic ticket creation (alarm-to-incident) on Everest Service Manager thus automating the entire monitoring process.

Now coming to the next part of the solution to efficiently manage and optimize the productivity of multiple support teams, departments and franchises in a unified manner, Everest Service Manager provided a comprehensive and centralized medium through a single *Ticketing* portal.

Using this portal, different support teams maintained a single repository of support tasks which help cut down redundancy leading to easier management of tickets. This in turn enabled automatic & timely task-ticket allocation based on pre-defined roles and workflows, thus nullifying manual effort leading to quick and improved issue resolving technique. The easy role-based hierarchy feature of the tool allowed simplified data distribution across teams, departments and franchises.
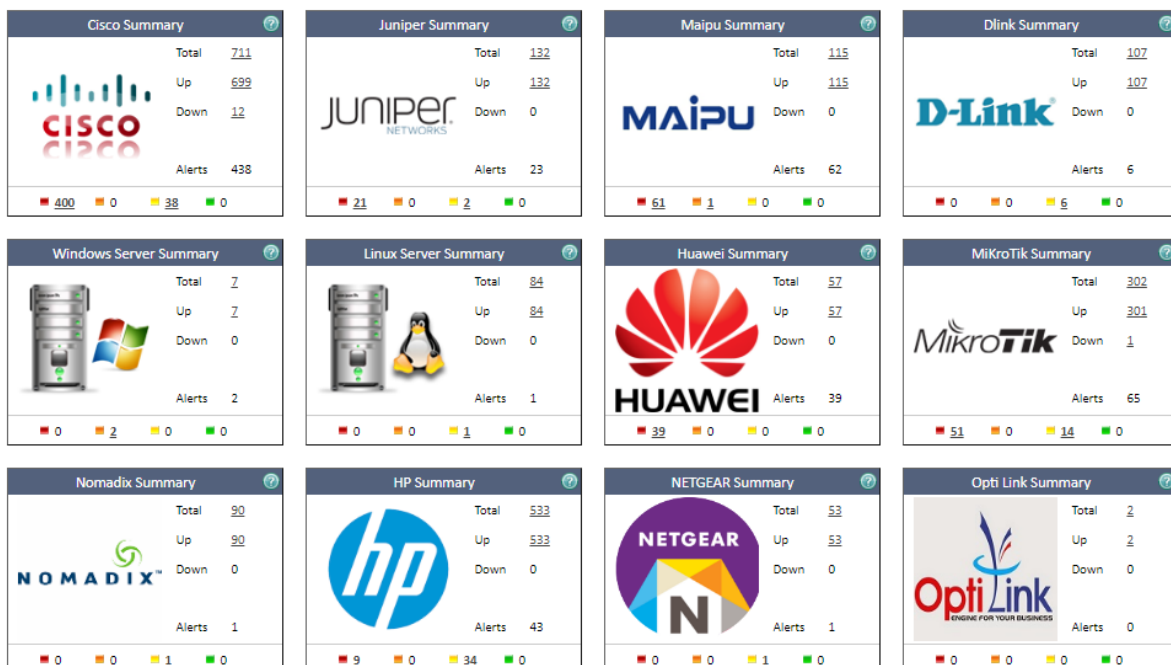
Apart from sorting interdependency issues internally, the tool mobile app enabled on-field

site engineers to resolve issues faster with the help of an easily accessible Knowledge-Base for quick reference to troubleshooting techniques and updating the status of the task immediately from the site without having any internal support team member intervening, who would have earlier updated the task status after receiving the request from the site engineer through email or phone call.

Everest suite having the intelligence of ticket merging, enabled auto closure of multiple tickets with the same root cause at once after the parent ticket gets resolved. It also enabled auto-logging of multiple tickets for different events in case of event correlation.

Taking one step ahead, Everest Service Manager helped manage customer & franchise SLAs with a robust incident-vs-escalation mapping. The complete Everest suite allowed a Geo-Map location view of the affected assets per sites equipping support teams and engineers to locate the exact faulty site. Also seamless integration between Everest suite with D-Vois' existing analytical tools (HADOOP and 2 CRMs) made report transfer easier for further data-analysis to enhance customer and vendor experience.

Summary View root

	Cisco Summary		Juniper Summary		Maipu Summary		Dlink Summary
Total	711	Total	132	Total	115	Total	107
Up	699	Up	132	Up	115	Up	107
Down	12	Down	0	Down	0	Down	0
Alerts	438	Alerts	23	Alerts	62	Alerts	6
400 0 38 0		21 0 2 0		61 1 0 0		0 0 6 0

	Windows Server Summary		Linux Server Summary		Huawei Summary		MiKroTik Summary
Total	7	Total	84	Total	57	Total	302
Up	7	Up	84	Up	57	Up	301
Down	0	Down	0	Down	0	Down	1
Alerts	2	Alerts	1	Alerts	39	Alerts	65
0 2 0 0		0 0 1 0		39 0 0 0		51 0 14 0

	Nomadix Summary		HP Summary		NETGEAR Summary		Opti Link Summary
Total	90	Total	533	Total	53	Total	2
Up	90	Up	533	Up	53	Up	2
Down	0	Down	0	Down	0	Down	0
Alerts	1	Alerts	43	Alerts	1	Alerts	0
0 0 1 0		9 0 34 0		0 0 1 0		0 0 0 0

everest
Infrastructure Management Frameworks

THE PAYOFF

For D-Vois

➢ Single comprehensive tool for Link Monitoring, Trouble Ticket Management and SLA Management
➢ Unified view of 200,000+ links on a single dashboard
➢ Unification of platforms and processes across all business segments
➢ Workflow automation and centralized management transformed D-Vois IT Support from a Reactive to a Proactive operation
➢ Single unified view across all business segments allows easy tracking of all incidents and tasks resulting in overall improvement in D-Vois IT service operations performance
➢ Single tool across multi-layered support team structure aids clear communications across different teams
➢ Quick auto-assignment of tasks to necessary Field Engineers via pre-configured rules increases efficiency
➢ Mobile App for real-time updates on Field Engineer tasks and easy tracking of work order completion

➢ Ticket correlation and merging helps closing multiple tickets raised because of single fault
➢ Automated asset-to-user linking reduces manual asset tracking overhead resulting in quicker incident recording and better customer experience when reporting issues
➢ Apart from out-of-the-box reports for IT Service Performance Management analysis, data is being sent to Hadoop system for in-depth analysis and intelligent reporting via Click Sense
➢ Proactive monitoring enabling to meet 99% SLA
➢ Reduced cost of Service Delivery
➢ Enabling to deliver unperturbed and superior service to customers

For D-Vois Customers

➢ Uninterrupted network connectivity
➢ Reliable and satisfied service experience from D-Vois
➢ Lesser complaints raised for link connectivity issues
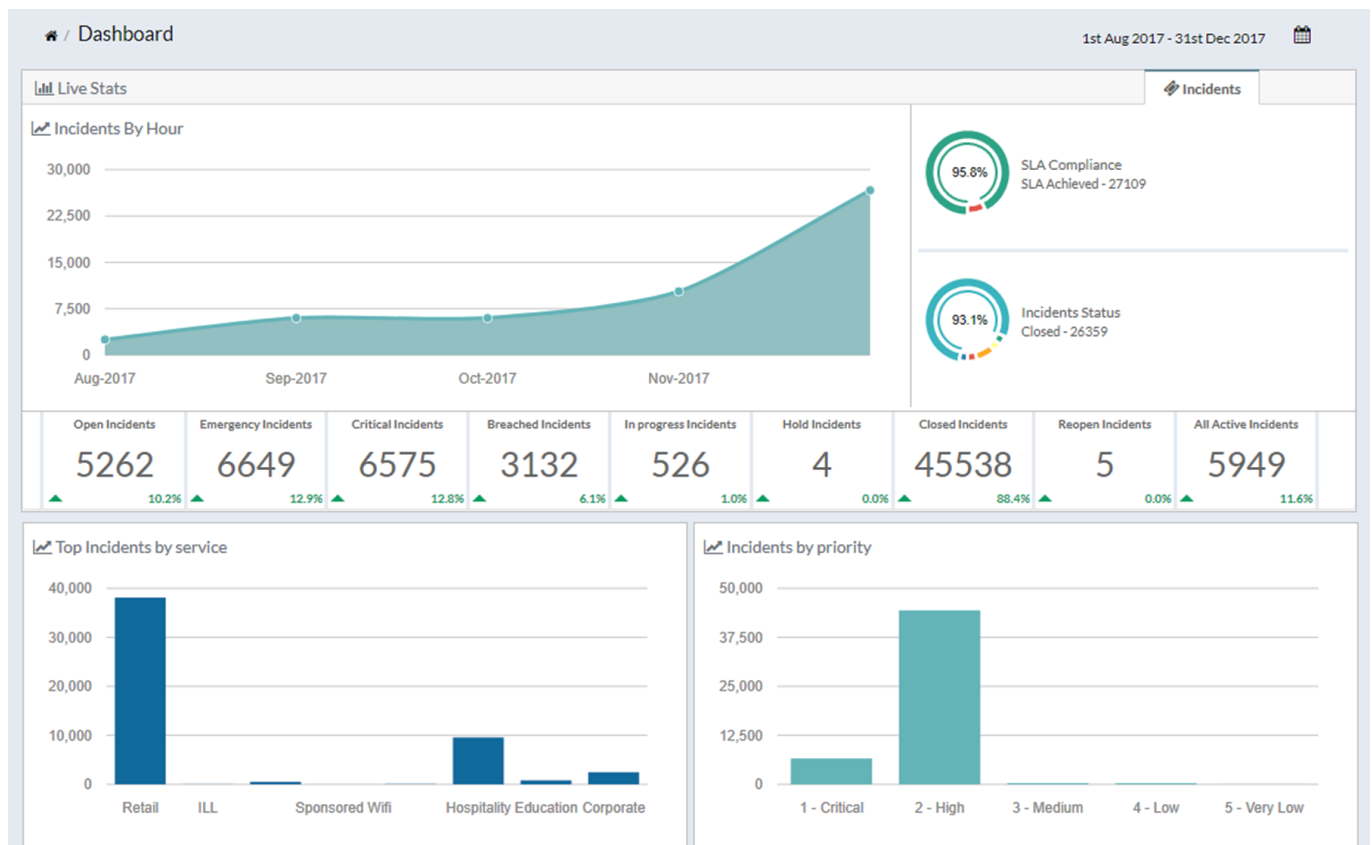
TOP PARAMETERS being monitored

Parameters being monitored for links:
- ✓ Availability
- ✓ Speed
- ✓ Throughput / Bandwidth / Utilization
- ✓ Bytes Sent / Bytes Received
- ✓ Error Rate / Overflow Rate
- ✓ Downtime
- ✓ Latency / Packet Loss

TOP FEATURES used

- ✓ Incident Logging & Tracking
- ✓ SLA Management
- ✓ Business Workflow
- ✓ Task Management

SOFTWARE	Everest IMS + Everest Service Manager
SERVICES	Everest Training + Support

ABOUT D-VOIS

D-VoiS is a category 'A' ISP with over 2 lakh customers and nearly 25,000 Access Points across the country. With more than 1000 employees and a turnover of more than ₹100 crores, it is one of the top 6 pure play Internet Service Providers in India, providing Wi-Fi, Broadband, Leased Line, GPON & other services to its customers.