

Customer Case Study

ECI Telecom



Your Partner for Growth

illuminIT Benefits for ECI:

- Prevents outages and downtime
- Provides visibility into the application environment
- Assesses the impact of change on business applications
- Reduces problem diagnosis and resolution time
- Cuts risk and delay when migrating to the cloud
- Supports effective decision-making

“illuminIT quickly revealed a blocked port that was delaying the migration of a critical business service to the cloud – a very fast return on investment.”

Yuval Illuz,

Head of Global Infrastructure,
InfoSec and IT Innovation, ECI
Telecom

The Business

ECI Telecom delivers innovative communications platforms to carriers and service providers worldwide. ECI provides efficient platforms and solutions that enable customers to rapidly deploy cost-effective, revenue-generating services. Founded in 1961, Israel-based ECI has consistently delivered customer-focused networking solutions to the world's largest carriers. The Company is also a market leader in many emerging markets. ECI provides scalable broadband access, transport and data networking infrastructure that provides the foundation for the communications of tomorrow, including next-generation voice, IPTV, mobility and other business solutions.

The Challenge

To navigate their transition to the cloud, ECI needed an accurate, up-to-date picture of the infrastructure that powers their business applications. ECI has a complex, multi-vendor IT environment. The team manages the business applications including ERP, Human Resources, and the Help Desk and maintains the infrastructure, which includes multiple versions of Linux, IBM AIX and Windows servers.

While each system expert was familiar with one part of the puzzle, it was difficult to get a comprehensive picture of what the IT environment included. The Company wanted to improve its central knowledge base of business services and supporting infrastructure. Some attempts were made to document the service environment manually, but documents quickly became outdated and useless. As a result, it became very difficult to keep track of changes to the environment and to predict how they would impact business services. When problems did occur, it was often difficult to determine which change had been the cause.

As ECI began a transition to the cloud, it was very complicated to ensure that the new environment was identical to the one in the datacenter. This sometimes resulted in delays that were affecting the migration schedule to the cloud.

ECI needed a way to automatically map business applications and the supporting IT infrastructure. They also needed the ability to simulate changes to prevent interruptions to application availability. Now that they were migrating to the cloud, they could no longer manage without an accurate point of reference for each application before, and after, migration.

“IlluminIT allows ECI to manage changes and their impact before they happen, and to prevent unplanned changes and downtime of critical applications. We are in the process of migrating some core applications to the cloud and we are using IlluminIT to manage the move efficiently and with minimum risk.”

Yuval Illuz,

Head of Global Infrastructure,
InfoSec and IT Innovation, ECI
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The Solution

ECI chose IlluminIT from VNT to automatically generate a visual map of their application environment and a central repository of business services and the supporting infrastructure.

In just a few hours, ECI installed IlluminIT in the datacenter and started mapping their critical business applications. IlluminIT used a combination of active and passive mapping technologies to capture each business service and correlate it to the relevant servers and related infrastructure. IlluminIT's unique active mapping technology “crawls” the application, similar to an end-user, to activate and capture the business services and underlying servers. The passive technology “listens” to real user traffic in order to complete the map. To enable the passive mapping, ECI installed non-intrusive IlluminIT network sensors.

After an initial mapping session with the VNT team, ECI went on to map the rest of their business applications on their own, simply allowing the system to run in the background. Since IlluminIT has a very small footprint – equivalent to a single user – they continue to run the system periodically in order to keep the map up to date.

ECI started using IlluminIT to ensure a smooth transition from the datacenter to the cloud. The decision immediately paid off when in the early stages, IlluminIT helped reveal a blocked port in the cloud that could prevent the migration of an essential service. By comparing the map from before and after migration, IlluminIT instantly uncovered the problem.

Since the IlluminIT application map is intuitive, and puts technical data into the context of business services, it can be used by the entire ECI IT team – both internal and external. It includes powerful tools for change impact simulation as well as delta analysis that help ECI to prevent and diagnose service interruptions.

The Results

“IlluminIT was simple to deploy and use, and did not involve intrusive components or manual modeling,” said Yuval Illuz, Head of Global Infrastructure, InfoSec and IT Innovation, ECI Telecom. “It gave us a detailed and up-to-date understanding of the mapping between our business services and the IT infrastructure, and is a valuable tool for preventing and fixing issues related to change, especially as we transition our business applications to the cloud.”

With IlluminIT, ECI is managing change more effectively. They are able to simulate the impact of environmental change on their business applications, to prevent downtime. And when incidents do arise, they are able to diagnose and resolve them faster.

For the first time, the entire IT team has a complete, accurate picture of the application environment, to improve the efficiency of both the planning and implementation of services and infrastructure upgrades.

As the company transitions to the cloud, IlluminIT is proving to be a vital tool for ensuring a smooth, on-schedule migration. From the beginning, IlluminIT uncovered discrepancies between the cloud and datacenter environment, preventing disruptions to critical services.