



## Case Study

Keltec delivers a full Network and Management Service



### More Information

For more Information on our technology services, please call us or visit our website

t: +44 (0)1344 306 700

w: [www.keltec.co.uk](http://www.keltec.co.uk)



### Company Profile

**InterGen is a global power generation company with plants located in the UK, United States, Netherlands, Mexico, the Philippines and Australia.**

#### ► Business situation

InterGen UK and Keltec Limited have had a strong, well established relationship for a number of years, with Keltec delivering server support and the provision of IT Infrastructure throughout the UK and Holland. In November 2007, InterGen UK advised Keltec of a potential requirement for assistance in managing their network infrastructure. InterGen had the abilities in the past to support their network in-house, however the on-going management of their European network appeared to be consuming their IT resources. Coupled with this internal drain, InterGen required a solution that minimised downtime by anticipating problems, diagnosing faults and resolving issues quickly and cost effectively.

A workshop was held to review current practices and understand both the short and long term network requirements for InterGen.

#### ► Solution

Keltec worked closely with InterGen to tailor a secure, cost effective solution that delivered a full Network Support and Management service. This covered a multi-vendor infrastructure solution.

The initial agreement of three years comprised of the following:

- 24/7 monitoring and management of the UK and Holland network infrastructure
- Monthly performance reports on various technologies – switches, routers, WAN links, key LAN segments
- Secure portal with topology view that included configuration back-ups, alerts, change control and status on fault calls
- Access to certified specialists within the Network Operations Centre (NOC)
- Hardware and software maintenance via Cisco Gold Partner

## More Information

For more Information on our technology services, please call us or visit our website

t: +44 (0)1344 306 700  
w: [www.keltec.co.uk](http://www.keltec.co.uk)



Over the course of the three-year term, the service included additional elements such as:

- On-going review and assessment of the network
- Recommendations on end of life products, upgrades, patch applications, vulnerabilities and best practice.
- Team Quarterly Reviews

### Benefits

The overriding benefit to InterGen was the fact that they could utilise their own resource on important IT projects for Europe, whilst Keltec owned the responsibility of the InterGen Network and Management. Recruiting, training and retaining specialist network services teams is expensive and many companies prefer to outsource this capability.

Network management has evolved into a complex, multi-discipline task, involving specialist skills that support converged, voice, data and video technology. These technologies minimised downtime by anticipating problems, identifying incidents, diagnosing faults and resolving issues quickly and cost effectively.

By working with Keltec, InterGen found a network management solution that was cost effective and delivered a one single service for their offices in the UK and Netherlands.

