



netViz Case Study



TNT find perfect tool to document their networks

TNT Express has a vast worldwide presence, with nearly 900 depots in many locations around the world. Our depots need to access a central infrastructure to use the systems that are provided by the IS department. As a result of these requirements, TNT has a considerable Network Infrastructure in place, and has found the perfect tool to help document and support this Network in netViz.

netViz is used for documenting TNT's vast network and is being moulded into a tool for network support. netViz provides a visual representation, both logical and physical, of the TNT network, mapping both Local Area Networks and the Wide Area Network. Used to provide information to support the network, it enables us to display as much information as possible on one screen without it looking too cluttered. It can give our Network Support Specialists the ability to see exactly what our customers have got on their network without being there or having the caller describe it for them. The detail on the diagrams will contain contact numbers, fault call numbers, contract details, all useful when providing information for support.

netViz also enables us to plan ahead, by designing a network, which we can then distribute out to the customers. They can then see the plans we have for the network equipment they have purchased, based on our advice.

We can also use netViz to show us the location of devices and where they are connected to, down to individual switch ports. This enables us to identify the root cause of any problems quickly, by knowing where to look without having to trace a LAN connection to the switch port. netViz has also been set-up to have the ability to ping Network devices to ensure they respond, allowing us to determine whether there is a problem with a certain device almost instantly. We can also telnet to certain devices within our network.

netViz has the capability to connect to other applications by configuring a Windows based link. The connection is then available by a simple double-click. This has the advantage of not having separate windows constantly open as netViz is acting as the gateway.



Background:

Vast worldwide presence, with nearly 900 depots in many locations around the world.

Depots need to access a central infrastructure to use the systems in place.

netViz used to document TNT's vast network and is being moulded into a network support tool.

netViz used to visualise LAN/WAN network and provide information for network support.

Benefits:

netViz assists in identifying the root cause of problems on the network quickly and easily.

Physical and logical diagrams for a complete view of the network.

netViz enables TNT to plan ahead by designing a network which can be distributed to customers.

Easy to use interface.