LogicVein

⊜ ThirdEye

NTT DaTa

Customer Profile
- NTT DATA Corporation
- BPS Division and S&N Division
- Industry: IT Consulting / Outsourcing

Deployment Environment
- Monitored devices : 200,000
- Equipment: Cisco, Juniper, Yamaha, etc.

Q Challenges Prior to ThirdEye

Challenge 1: Ability to comply with large-scale environments

Since there is a tendency to have a large number of devices to be monitored per project, it was mandatory to select a system that can stably monitor ping and SNMP trap for thousands to ten of thousands of devices. Among number of systems, ThirdEye can be applied to those environments that requires a large scale and high-level service such as financial users.

Challenge 2: Ensuring Customization

Even before ThirdEye deployment, it was expected that new features and requirements would arise with the passage of time. The manufacturer, LogicVein, is willing to add functions to ThirdEye itself and proactively provide logistical support for integration with external systems. Thanks to this integration support, we have integrated ThirdEye with ServiceNow and Ansible.

Q ThirdEye Initial Deployment: January 2020

Result 1: Realization of high-level cost performance monitoring of large quantities of equipment

Result 2: Fulfillment of customer needs through API integration support

Result 3: High-quality product support backed by domestic development & domestic support

Unexpected Benefits

About 2 years after the initial deployment, NTT needed support related to ThirdEye's API. The quality of the content and response were beyond expectations. Thanks to this excellent support, NTT was able to smoothly proceed with thier collaboration with multiple systems.

Q ThirdEye features that contributed to NTT efficiency, compliance and productivity improvement

Feature 1: Automation of operation processes through integration with external systems

Feature 2: UI design that is easy to use even for beginners (e.g., full Japanese support, etc.)

Feature 3: Security considerations for ThirdEye itself (Logicvein regularly outsources vulnerability assessments for ThirdEye)

Q NTT's Favorite Features

"It is a product with a high degree of freedom for users. Although it is an off-the-shelf product, it is highly flexible in various aspects, and very few restrictions such as being limited to only specific equipment monitoring and management."

"Of course, it doesn't have the same degree of freedom as OSS products, but on the other hand, it doesn't require the same effort as OSS products."

"I feel that the appealing point of ThirdEye is that it combines the advantages of both off-the-shelf products and OSS products in a good balance."

Q Are there any features in ThirdEye that should be appealing to other network management groups?

"For companies facing the challenges and benefits of deployment that we have mentioned so far, I think ThirdEye is a very viable option. In addition, I think that the multi-vendor equipment configuration collection and management function, which is separate from the monitoring function, is also highly useful."

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