

Case Study: Merthyr Tydfil County Borough Council Transforms Network Management with LogicVein's Third Eye

Customer Overview

- **Customer Name:** Merthyr Tydfil County Borough Council
- **Location:** Civic Centre, Castle Street, Merthyr Tydfil, CF47 8AN, Wales
- **Industry:** Local Government Authority
- **Devices Managed:** 1,020 devices, including Cisco Catalyst switches, routers, servers, door access controllers, and Building Management Systems (BMS)

Background and Challenges Merthyr Tydfil County Borough Council (MTCBC) previously relied on an outdated network monitoring tool, SNMPc, which had become unsupportable and limited in functionality. The council faced significant challenges with their existing setup:

1. **Limited Automation:** The lack of automation meant that tasks had to be manually executed, leading to inefficiencies.
2. **Insufficient Oversight:** The aging network monitoring solution provided limited visibility into the network, making it difficult to manage devices effectively.
3. **Unreliable Backups:** The existing TFTP-based system for device configuration backups was unreliable, risking potential data loss.

Discovery and Evaluation Seeking a modern and cost-effective solution, MTCBC embarked on a web search for alternatives. They discovered LogicVein's Third Eye solution and were impressed by its feature set. After downloading a trial version, they conducted an internal evaluation, comparing it against other network management solutions, including a well-known competitor in the IT management space and another leading provider in network monitoring.

A key factor that convinced the council was LogicVein's 'all-in-one' solution, integrating both NMS (Network Monitoring System) and NCCM (Network Configuration and Change Management) within a single pane of glass, streamlining their network operations. The Merthyr team also found the other prominent solution to be 'not intuitive,' further reinforcing their decision to adopt LogicVein's offering.

Ultimately, LogicVein's solution prevailed over both the established IT management tool and the leading network monitoring provider. While the latter relied on CatTools for

configuration management, LogicVein provided a more comprehensive and superior solution, offering greater functionality and ease of use.

Key factors that influenced their decision included:

- **Ease of Deployment:** The setup was straightforward, with minimal challenges, in contrast to the competition.
- **Cost-Effectiveness:** LogicVein's Third Eye was significantly more affordable in terms of licensing, deployment, and ongoing support.
- **Superior Support:** The responsiveness and quality of support from LogicVein far exceeded that of other vendors.

Deployment and Results MTCBC officially deployed the Third Eye solution on June 19, 2024. The deployment process was seamless, with no major challenges. The council quickly realized the benefits of their decision:

1. **Automated Network Management:** The ability to automate tasks, such as pushing configurations to all switches simultaneously, greatly improved operational efficiency.
2. **Enhanced Remote Manageability:** The council could now manage devices remotely, including executing IOS XE pushes via compliance policies.
3. **Robust Backup Tools:** The lightweight yet powerful backup tools provided by Third Eye ensured reliable backups and disaster recovery.

Unexpected Benefits The council also discovered additional advantages after deploying Third Eye, including tie-ins with InfoSec through inventory reporting and side-by-side configuration comparisons. This enhanced their security posture and compliance efforts.

Key Features That Drove Success

- **Compliance Policy Setup:** The ability to establish compliance policies ensured uniformity in settings like syslog across all devices.
- **Smart Automation:** Daily discovery jobs and smart changes ensured that new devices were automatically identified and managed.
- **Task Management:** The incidents feature allowed the allocation of tasks to staff, improving issue resolution efficiency.

Customer Satisfaction MTCBC expressed high satisfaction with LogicVein's Third Eye solution, particularly appreciating the level of insight provided by the network configuration

management (NCM) module, the ability to schedule jobs, and the ease of deploying configuration changes across their entire inventory.

Future Enhancements and Broader Applications Looking ahead, MTCBC is interested in further enhancing the solution with more customizable MIB outputs, which would make it easier for junior staff to interpret network data. They also see potential for other network management groups within the council to leverage features like automated job scheduling and device discovery.

Merthyr Tydfil County Borough Council's successful deployment of LogicVein's Third Eye has transformed their network management capabilities, providing a cost-effective, reliable, and easy-to-use solution. Their experience underscores the value of LogicVein's offerings, making Third Eye a compelling choice for other organizations facing similar challenges.

If you're looking for a network management solution that delivers exceptional value, ease of deployment, and outstanding support, look no further than LogicVein's Third Eye.