



The financial district in London is one of Europe's primary money hotspots.

TE's AMPTRAC System oils the wheels of London's financial network

Financial organisations often face challenges in identifying a network appropriate to the task of managing global assets. The following example is a leading London based group; their name is not mentioned here as they need to protect their identity due to the nature of their work.

Their problem was how to identify and install a premises cabling solution flexible enough to enable rapid connections to any location and to accommodate complex change requirements, moving several hundred people at a time. This was to be installed in the company's new HQ, two additional buildings and a remote unmanned data centre.

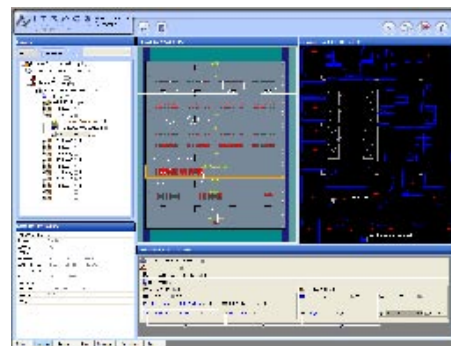
There was already a high level of complexity in the IT network and knowledge of the installed base was poor, as was the documentation, so the planning of moves was a complex operation. Key improvements that were sought included an accurate, trusted source of connectivity and device information, and the ability to import and query external sources of data. It was also necessary to support variable levels of security for different areas of the buildings.

The best solution to this combination of requirements was found to be the AMPTRAC Intelligent Infrastructure Management (IIM) system. This software based solution was deployed in 2003, managing some 25,000 ports. The benefits associated with this new technology were gradually introduced to the company's vertical operational teams. IT operations are currently outsourced, so both the company and the IT service provider use the IIM system.

As in many large organisations, the managers need more information about the assets and connectivity in areas of high complexity such

as the trading floor, front office and data centre than they need for the back office support functions. The flexibility of the IIM system proved valuable in answering these needs: it was possible to apply a fully intelligent capability to those departments that are critical to the success of the business, whilst using fewer intelligence features in the less sensitive areas. So more critical business activities are supported by AMPTRAC analysers, providing realtime connectivity and asset data. As the connectivity is being monitored in real-time, any unauthorised actions, such as the removal of a patch-cord, are immediately identified and appropriate action is taken.

Historical information on log-ins and system changes is easily accessible by IT management and by selected controllers both within the company and within the outsourcing operation. Similarly, an automated change management process was made available for the key business areas; but in less com-



The iTRACS software enables an IT administrator to survey hundreds of cabinets from his desk.

AMPTRAC System @ London's Financial Centre

plex areas, with fewer changes and lower demand for IT services, costs are saved by utilising the system in 'off line' mode.

The clear benefit gained from the introduction of AMPTRAC technology has been the elimination of time-consuming manual processes for change, asset and incident management; instead, there is now a simple automated system to locate IT assets and understand their associated interdependencies and connectivity. These changes have enabled a 40% improvement in change management productivity.

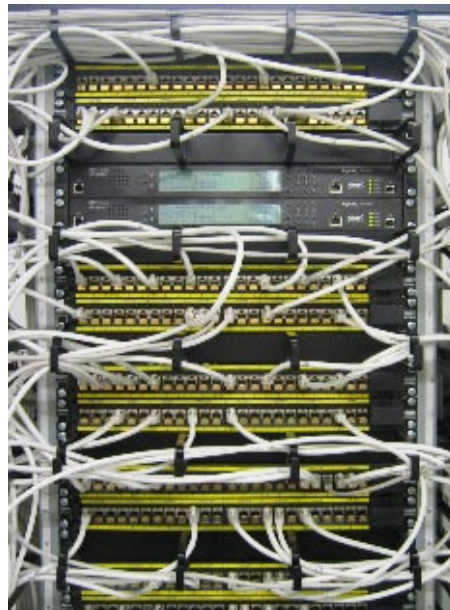
In addition, asset data can be reviewed, unknown assets can be identified and located, physical infrastructure capacity can be managed and both cabling and service connectivity are automatically documented.

For a financial services organisation security is a major issue. Through the AMPTRAC system the actions of individuals can be monitored,

so that there are records of the time and location whenever they log on and off and if any relocation of assets linked to individuals has taken place. Similarly, the regular 3 year refresh of user IT equipment is a much easier process as the loca-

tions and interdependencies of the assets are known with certainty.

A particular benefit of AMPTRAC to IT management is the availability of a trusted source of information concerning IT assets, their utilisation and their associated connectivity. When working with an outsourced IT function, this satisfies the additional requirement to have a shared, objective and factual measure of change events, incidents and capacity and asset utilisation to ensure agreed SLA's are achieved and the correct charges are being applied.



Over 25,000 ports are monitored and managed by AMPTRAC analyzers.

AMP NETCONNECT Regional Headquarters:

North America

Harrisburg, PA, USA
Ph: +1-800-553-0938
Fx: +1-717-986-7406

Latin America

Buenos Aires, Argentina
Ph: +54-11-4733-2200
Fx: +54-11-4733-2282

Europe

Kessel-Lo, Belgium
Ph: +32-16-35-1011
Fx: +32-16-35-2188

Mid East & Africa

Cergy-Pontoise, France
Ph: +33-1-3420-2122
Fx: +33-1-3420-2268

Asia

Hong Kong, China
Ph: +852-2735-1628
Fx: +852-2735-1625

Pacific

Sydney, Australia
Ph: +61-2-9554-2600
Fx: +61-2-9554-2519

AMP NETCONNECT in Europe, Mid East, Africa and India:

Austria - Vienna

Ph: +43-1-90560-1204
Fx: +43-1-90560-1270

Denmark - Glostrup

Ph: +45-70-15-52-00
Fx: +45-43-44-14-14

Greece/Cyprus - Athens

Ph: +30-210-9370-396
Fx: +30-210-9370-655

Lithuania - Vilnius

Ph: +370-5-2131-402
Fx: +370-5-2131-403

Romania - Bucharest

Ph: +40-21-311-3479
Fx: +40-21-312-0574

Switzerland - Steinach

Ph: +41-71-447-0-447
Fx: +41-71-447-0-423

Belgium - Kessel-Lo

Ph: +32-16-35-1011
Fx: +32-16-35-2188

Finland - Helsinki

Ph: +358-95-12-34-20
Fx: +358-95-12-34-250

Hungary - Budapest

Ph: +36-1-289-1007
Fx: +36-1-289-1010

Netherlands - Den Bosch

Ph: +31-73-6246-246
Fx: +31-73-6246-958

Russia - Moscow

Ph: +7-495-790-7902
Fx: +7-495-721-1894

Turkey - Istanbul

Ph: +90-212-281-8181
Fx: +90-212-281-8184

Bulgaria - Sofia

Ph: +359-2-971-2152
Fx: +359-2-971-2153

France - Cergy-Pontoise

Ph: +33-1-3420-2122
Fx: +33-1-3420-2268

India - Bangalore

Ph: +91-80-4011-5000
Fx: +91-80-4011-5030

Norway - Nesbru

Ph: +47-66-77-88-99
Fx: +47-66-77-88-55

Spain - Barcelona

Ph: +34-93-291-0330
Fx: +34-93-291-0608

Ukraine - Kiev

Ph: +380-44-206-2265
Fx: +380-44-206-2264

Czech Rep./Slov. - Kurim

Ph: +420-541-162-112
Fx: +420-541-162-132

Germany - Langen

Ph: +49-6103-709-1547
Fx: +49-6103-709-1219

Italy - Collegno (Torino)

Ph: +39-011-4012-111
Fx: +39-011-4012-268

Poland - Warsaw

Ph: +48-22-4576-700
Fx: +48-22-4576-720

Sweden - Upplands Väsby

Ph: +46-8-5072-5000
Fx: +46-8-5072-5001

UK - Stanmore, Middx

Ph: +44-208-420-8140
Fx: +44-208-954-7467

