

## DISCOVERY, A GROWING BUSINESS, RELIES ON ENTUITY



### OVERVIEW

**CUSTOMER:** Discovery

**CUSTOMER SIZE:**  
10,000+ employees,  
10 Business Units

**COUNTRIES SUPPORTED:**  
South Africa, United  
Kingdom, Asia and the  
United States

**NETWORK MANAGEMENT  
SOFTWARE:** Entuity  
Network Management

### Background & Business Needs

Discovery is a global company with ten business units supplying health insurance, car insurance, life insurance and financial services to nearly six million people in South Africa, the United Kingdom, Asia and the USA. Discovery has expanded from being solely a healthcare company to a multifaceted corporation offering innovative services to meet the evolving needs of its clients since its origin two decades ago.

This ongoing expansion was straining its global network infrastructure and services delivery. There are over 10,000+ internal users and an IT staff of approximately 250 including 4 dedicated network engineers. Supporting 10,000+ users is not an easy task. With more than 800 network devices worldwide, Discovery needed a network management solution that could provide critical network visibility to quickly identify network issues. They needed to keep service delivery at high levels to ensure that each business unit remained productive.

Today, Discovery is in the process of moving into a new state-of-the-art facility that will consolidate multiple data centers into a new, single data center in South Africa. The IT team there will see a dramatic increase in the number of monitored devices they will be responsible for when this new data center becomes operational. Their Entuity network management solution will equip them with the ability to keep Discovery's network reliably operating for the ten business units around the world.

### Keeping an expanding network healthy takes IT expertise and contemporary network management

Growing pains are inevitable when your company is expanding worldwide. The challenge for Discovery was to support their various business units with always-on network services. When your company provides health and financial services there is no room for error. From third-party healthcare providers and end-users; to Discovery employees; everyone is dependent on 24/7 access for health or financial answers. Initially network management was accomplished through a mix of disparate tools, which did not provide proactive alerting or necessary network management capabilities such as capacity planning that were critical to Discovery's business growth and success.

There was limited visibility into how many network devices and links were up, down or experiencing errors. Measuring Service Level Agreements (SLA's) and latency was also difficult and not fully accurate. The increasing complexity of applications and network expansion was leading to more outages affecting company productivity and escalating capacity issues. The single function, non-integrated network management applications were not effective, efficient or accurate. "Despite the growing demand of applications and various services, without a comprehensive view of our network, our resources were not always being used effectively," stated Paul Du Plessis, Discovery IT Communications Manager. The Discovery IT team realized that to successfully support the company, it was time for an enterprise class network management solution.



## **A powerful prescription for maintaining network health**

Perhaps the greatest IT engineering challenge for any growing company is its capability to respond quickly when adding new services, supporting an increasing end-user base, and supporting new technologies. Discovery was thriving, and the IT organization needed greater network visibility and insight into how the network was being used and how to expand it effectively to provision the company's rapid expansion. After a thorough evaluation of multiple network management products, Entuity network management was chosen. Entuity had the broadest and deepest functionality in a single product. Even during the evaluation process, Entuity uncovered some "hidden" issues. For example, high interface utilization on critical links was identified, SDI's were brought to light, traffic patterns were highlighted and the lack of capacity planning was evident. Entuity's proof of concept showed its capability to function as an enterprise class network management solution through its ease of navigation and all-in-one view, thereby providing an accurate picture of Discovery's worldwide network. "Without Entuity, remarked Paul Du Plessis, we would not have the real-time visibility to ensure our network is supporting the entire corporation."

### **Benefits & Results**

The Discovery IT team now has an all-in-one integrated network management solution. The key improvement using Entuity has been in end-user satisfaction levels. Since installing Entuity, the team is able to respond more proactively, which has led to much lower time to event resolution, consistent uptime and in turn, happier customers. The ability to quickly track the root cause of an outage creates less stress for the IT department and improves their own engineer time management, it also makes an obvious difference in the network's performance. Using Entuity, the IT Operations team estimates it has decreased Mean Time to Repair (MTTR) of problems involving PCs, servers and switches by two-thirds, freeing up valuable resources and increasing productivity.

Improved network management is further achieved with increased visibility to changes in routing neighbors of network devices. This new automatic alerting on changes allows IT to proactively manage any associated detrimental events that might be triggered. Additionally the alerting, capacity planning, and real time visibility features provided by Entuity have given the Discovery IT organization:

- Enhanced network management efficiency
- Accurate data to make smarter decisions and has
- Reduced operational complexity.

#### **Key Results Achieved with Entuity Network Management:**

- Ease of network scalability and addition of appropriate IT resources for ongoing company expansion
- Reduced number of service outages with improved alerting and root cause analysis
- Decreased MTTR by two-thirds and increased end-user satisfaction and productivity
- Improved accuracy and requirements for network bandwidth, capacity and utilization.

Looking ahead, the Discovery IT team has a technically advanced network that will allow them to support all of the growing business units. Coupled with Entuity network management they are also well positioned to effectively manage the network and reliably add new services in the future. "Entuity is quick to respond to our hardware vendor interoperability requests" stated Paul, "and we appreciate how they continually adapt to shifts in technology. For us to have a software vendor that always improves its product is instrumental to our continued success as an IT organization."

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**Paul Du Plessis**  
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