

# CARDIFF & VALE NHS TRUST

Largest NHS Trust In Wales Deploys Castle Rock's SNMPc To Monitor A Large Distributed Network Of 150 Sites



"The Communication Network is the heart of the organization and requires a secure and reliable 24/7 infrastructure to achieve our goals of 'business as usual'."

"We liked the Castle Rock SNMPc product because we could customize it to our own needs."

*Andy Page*  
Network Manager

## About Cardiff & Vale NHS Trust

Cardiff & Vale NHS is the largest NHS Trust in Wales and one of the largest in the UK. The Trust is responsible for the day to day running of nine hospitals, including the two acute sites at the University Hospital of Wales and Llandough Hospital. It employs over 13,500 staff and has a turnover of £625 million.

The Trust provides day to day health services to a population of around 500,000 people living in Cardiff and the Vale of Glamorgan. The Trust also serves a wider population of 2.5 million people across South and Mid Wales for specialities such as paediatric intensive care, specialist children's services, renal services, cardiac services, neurology, bone marrow transplantation and medical genetics. It provides healthcare in people's own homes, community clinics, and hospitals, for outpatient, inpatient and emergency care.

The efficiency of the Trust is dependent on the smooth running of all IT communication. Monitoring and managing this large distributed network is therefore imperative in order to maintain the Trust's reputation as a centre of excellence.

Their goal is to achieve excellence in providing safe, effective, efficient and compassionate care. The network consists

of 150 sites, 7000 network points and 6000 PCs. They are predominately Cisco sites with Core links, Cisco supervisor cards and have 400+ network cabinets. They use Web Marshall for Internet filtering and have LES10 (BT's short haul data service used for extending the LAN) to all the sites. All applications come back to a 3-mirrored data centre and they use Network Physics for traffic analysis.

## The Challenge

Deliver a Reliable, Scalable, High Performance Network Management Solution Capable of Monitoring a Large, Distributed Architecture of 150 Sites

"We needed something that was reliable, scalable and suitable for a large distributed architecture. We liked the Castle Rock SNMPc product because we could customize it to our own needs."

"Previously we used the Domain View Propriety Management System and Cisco Works Platform (CWSI). But with such a large and growing network we decided we needed something more advanced and able to cope with the scale of architecture."

## In Brief

### Industry

- ▶ Public Sector NHS Trust

### Challenge

- ▶ Deliver a reliable, high performance network management solution
- ▶ Must be scalable and suitable for a large distributed architecture of 150 sites
- ▶ Help reduce downtime by alerting when an error occurs

### Solution

- ▶ Deployment of Castle Rock SNMPc

### Benefits

- ▶ Reliable 24/7 network monitoring
- ▶ Problems are resolved instantly freeing up IT staff to keep the Trust's network communications functioning efficiently
- ▶ Scalable IT - Capable of monitoring networks from several hundreded devices to tens of thousands.
- ▶ Secure & reliable

The Trust has deployed wireless technology in all the University Hospital of Wales and Llandough Hospital Wards enabling Patient Results and PACS Images to be viewed at the bedside. Castle Rock has been configured to display the wireless devices communicating with each AP.

"We needed to investigate a reliable high performance network management solution that would help to reduce downtime by alerting us when an error occurs. This would allow the Trust to deploy expertise swiftly to the right areas."

## The Solution

### Deployment Of Castle Rock SNMPc Enterprise

Castle Rock's SNMPc Enterprise solution was originally recommended to us by Cisco. Castle Rock then introduced us to Teneo. Following a successful trial, supported by Teneo's engineering team, Cardiff and Vale NHS deployed Castle Rock's SNMPc Enterprise.

"We have been using SNMPc since 98/99. We have found it invaluable! We have applications galore here and so are heavily reliant on the product. We use the trend analysis reports every day. We have a large plasma screen on the help desk with one server and lots of consoles displaying SNMPc."

Castle Rock's SNMPc is a secure distributed network management system which delivers real-time monitoring for your entire network infrastructures. SNMPc allows you to visualize and pro-actively monitor your networks. It is a secure distributed network management system, which delivers real-time monitoring. Advanced product features and legendary ease of use have led to over 120,000 Network Managers trusting SNMPc to monitor and take control of their networks, regardless of size or complexity.

SNMPc employs a distributed polling agent architecture to provide a high performance solution capable of monitoring networks

from several hundred devices to tens of thousands. Its remote software and web based consoles provide network information to all IT staff.

## The Benefits

### Reliable 24/7 Network Monitoring. Problems Are Resolved Instantly

IT staff are now able to keep the Trust's network communications functioning efficiently.

"The product is extremely reliable and we can easily do back ups. It is customisable, allowing us to do net views and manipulate views to display information in a way that is suitable to our needs."

"We have email or pager event notification, which sends messages by text or email enabling us to know when things go wrong instantly and to act quickly. This alerting system not only informs the staff when there are issues, such as errors on devices, but can also act as an early warning system, letting the team know of issues before they become critical."

"The key benefit to us is really the time saved and that it enables us to keep the Trust's network communications functioning efficiently. If a red light goes we can get out to it straight away and sort out faults immediately. For example if the digital x-rays go down we can resolve the problem straight away. We send the data results of over a million blood samples a year and SNMPc allows us to send crucial information competently. SNMPc has become an integral part of the smooth running of the Trust's networks!"



## About Teneo

Teneo is an Infrastructure Optimization Company that helps customers to understand and improve the way their IT works.

We do this by providing solutions in the areas of Management, Performance and Virtualization.

Teneo has over 1000 customers across 40 countries and offers a portfolio of services that includes Training, Installation, Maintenance and Performance Analysis Consultancy.

Teneo is the Master Distributor for Castle Rock SNMPc and is their current Global Partner of the Year.

[www.teneo.net](http://www.teneo.net)

## About Castle Rock SNMPc

Castle Rock Computing was the first company to deliver a Windows based SNMP management system. The flagship product, SNMPc, is a secure distributed network management system which delivers proactive real-time monitoring for your entire network infrastructure.

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