

Texas Department of Info Resources Tracks Telecom Cost



GTT Feature

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Date: 10/15/2001

Recently, ACE*COMM Corporation and Unisys Corporation announced that they had partnered to deploy a comprehensive telemanagement solution with the Texas Department of Information Resources. ACE*COMM's NetPlus Enterprise Operational Support System (EOSS) is providing the platform required to monitor and manage all aspects of the network. The project includes automating the control and tracking of the state government's telecommunications costs and allocating those costs among state agencies.

The cost of telecommunications ranks as one of the top expenses for large organizations like state governments. Demand for telemanagement systems to control these costs is increasing at an annual rate of more than 10 percent, according to Daniel Stusser, president of The Ergotec Group, a research consultancy focused on the telemanagement industry. This demand is being driven by the implementation of new network services and the growing requirement for more equitable and accurate methods for chargeback of information technology services and assets.

In the constantly evolving world of government communications systems, the convergence of voice and data is highlighting the need for software solutions to manage these large and complex communications networks. Information and telecom managers need to control their network usage, detect and pinpoint faults in real-time, and track, maintain and report on the entire network structure and performance. They also need to collect, process, and verify billing data, to manage security functions, to create and manage directory listings, and to collect and report on usage data from all network devices. In short, these large private networks require a reliable and scalable central-management system for the effective and efficient management of their converged networks.

The ACE*COMM and Unisys telemanagement project for the government of the State of Texas is an example of how a large private network is actively addressing the pains of a managing voice and data communications systems," said Michael Nash, Principal in the Unisys Communications practice. "As our partner in this project, we have become confident in ACE*COMM's ability to deliver, install and support complex systems to the satisfaction and benefit of the State of Texas government."

Under the terms of the agreement with the Department of Information Resources, ACE*COMM is working with Unisys to audit and update the project requirements, provide design documentation, and assist in the customization and implementation of the new system. The Unisys and ACE*COMM team has currently surpassed the final system design milestone and is proceeding with full deployment.

"We believe that Texas is at the forefront of providing cost effective and advanced telecommunications services to its constituents," said George T. Jimenez, CEO of ACE*COMM. "With the implementation of our NetPlus system for the State of Texas, we are pleased to demonstrate its value to state governments by making it possible for them to automate telecommunications functions, improve telecommunications service and control costs."

Added Eddie Esquivel, Director of Telecommunications for the State Department of Information Resources, "These innovative telecommunications solutions will allow us to provide our customers with an unparalleled level of service."

NetPlus is an advanced enterprise operations support system (EOSS), specifically designed for enterprise-level convergent communications networks. Using a single-entry, single-image Oracle database, NetPlus® greatly reduces telecommunications and data network costs while enabling smooth and efficient operation, all from the administrator's desktop.

Configuration and fault management tools monitor the network and pinpoint problems as they occur. The Automated Switch Interface (ASI) allows for flawless automatic provisioning and synchronization. Accounting management verifies billing data for fraud and error control, and provides a hierarchical structure for flexible and individualized cost accounting and billing. Performance and security management tools help a network to run smoothly and securely.

All NetPlus modules are fully integrated through a unique Product Backplane for advanced systems management. This provides the overall architecture of the system, and allows the administrator to quickly and easily add or remove network components, maintain the system across the board, and create secure system backups. Extensive logging and auditing allows for easy problem and process tracking.

NetPlus can replace several disparate products with one fully integrated system, resulting in dramatic cost savings and better long-term stability. It is also modular and flexible, so it can be as big or as small as needed to solve enterprise network and communications problems. From trouble tickets to telemanagement, and from community colleges to airports, NetPlus has been installed in over 400 enterprises and institutions in 17 countries around the world.

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