



Verizon Wireless Cuts Application Support Costs by \$1 Million with Foglight®

Verizon Wireless, a leading global wireless communications company, implemented Quest's Foglight to monitor their entire ERP environment and realized increased performance and cost savings. With Foglight as their application monitor, Verizon is now able to effectively manage its highly distributed environment, drastically cutting support costs from \$165,000 to \$21,000 per server and reducing training costs by over \$1 million.

The Challenge

Verizon Wireless is the largest wireless communications provider in the U.S. with more than 27 million wireless voice and data customers. As a conglomeration of several telecommunication companies—each with different ERP systems, including PeopleSoft, Oracle E-Business Suite and homegrown systems—Verizon faced the enormous challenge of successfully integrating and monitoring a heterogeneous application infrastructure.

Verizon's rapid expansion led to the addition of many different application systems and groups, with each support team comfortable with their own legacy systems. Homegrown scripts and applications were used to monitor these distributed systems, making it difficult for the support organization to manage the information and support the entire distributed environment.

Dan Palasek, ERP Infrastructure Manager, oversees the teams that support development and integration of the ERP systems. In total, they are responsible for managing an ERP system consisting of more than 50 servers and 40 Oracle databases.

Palasek decided that it was imperative to find a standardized monitoring system that would provide centralized management which would allow people to attack problems from the same perspective, proactively monitor their large heterogeneous environment, and offer the ability to access the console via the Web, since their system was distributed across six major locations.

"We were looking for some type of package that would be the glue between all these systems, allowing a smaller number of people to see the big picture and correlate events between systems for the entire application," explained Palasek.

The Quest Solution

Palasek then began a rigorous selection process, examining Hewlett Packard's OpenView, Computer Associates' Unicenter, and Foglight. After an evaluation, Palasek concluded that Foglight best fulfilled Verizon's criteria.

Foglight is an advanced business application monitoring solution designed to help IT organizations deliver and maintain continuous availability and high performance from enterprise and e-business applications and their supporting technical infrastructures.

"With Foglight, we were able to see the big picture view of our entire system—we were able to see what was happening at that point in time, go back to see what had happened through easy to read reports and perform a trend analysis as well," said Palasek.

Foglight was also the only product to employ a Web-based interface that would allow the entire support team to access the system in any of their six major locations. This made it much easier to integrate the different application systems within Verizon's growing ERP infrastructure.

"Without a component like Foglight notifying us when something is broken, we're usually dependent upon a user notifying a help desk, a trouble ticket being logged, and then our group being notified. With Foglight we were able to fix these problems before the user notified us," explained Palasek. "Being able to correlate events between all systems to a point in time is a huge feature, primarily because our systems are highly distributed and highly fractured.

Overview

"Before Foglight, we had 13 primary support folks for an application system of about 12 servers. Now with only eight personnel, we are more efficiently supporting the sum of Verizon Wireless – roughly 50 servers consisting of the existing application systems still in production, as well as the new applications still being brought on board for finance, procurement and HR."

- Dan Palasek,
ERP Infrastructure Manager,
Verizon Wireless



Headquarters

Bedminster, New Jersey

Services

Global wireless communications

Critical Needs

Solution to help integrate and monitor heterogeneous application infrastructure

Solution

Foglight

Results

- Reduced training costs by over \$1 million
- Decreased annual support costs from \$165,000 to \$21,600 per server incurring a total savings of over \$1 million
- Reduced support staff from 13 to 8 technicians and increased the number of servers from 12 to 50 at the same time

The Bottom Line

Before implementing Foglight, Palasek struggled to integrate and efficiently monitor an extremely heterogeneous distributed environment. His support personnel had to deal with continued growth of the system through mergers and acquisitions, being forced to learn homegrown scripts and applications from these acquired systems. With Foglight, Verizon was able to provide cohesiveness among its distributed systems.

Foglight also helped Verizon realize substantial cost savings. Resources spent on training support technicians were cut in half, resulting in a savings of over \$1 million in manpower. With a one-year ERP environment growth rate of 300 percent, Palasek's group was still able to support and manage their entire system with about half the staff, dramatically decreasing the annual support cost from \$165,000 to only \$21,600 per server. "Before Foglight, we had 13 primary support folks for an application system of about 12 servers," said Palasek. "Now with only eight personnel, we are more efficiently supporting the sum of Verizon Wireless—roughly 50 servers consisting of the existing application systems still in production, as well as the new applications still being brought on board for finance, procurement and HR."

Verizon has integrated many other management and performance solutions from Quest, including SharePlex® to meet high availability and performance needs, SQL Navigator® and SQLLab Vision™ for database development and tuning operations. Palasek notes that Verizon's ERP environment will continue to expand as the company grows and he is confident that Quest Software will continue to be an important partner throughout that growth.

About Verizon Wireless

Verizon Wireless is the largest wireless communications provider in the U.S. with more than 27 million wireless voice and data customers. The coast-to-coast wireless provider was formed by the combination of the U.S. wireless businesses of Verizon Communications (NYSE:VZ) and Vodafone (NYSE and LSE: VOD), including Bell Atlantic Mobile, AirTouch Cellular, GTE Wireless and PrimeCo Personal Communications. Verizon Wireless has a footprint covering more than 90 percent of the U.S. population, 49 of the top 50 and 96 of the top 100 U.S. markets. The company, headquartered in Bedminster, NJ, is 40,000 employees strong.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their databases, applications and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at: www.quest.com