

ARINC Exceeds Customer Expectations with InfoVista



Industry:
Transportation Communications
and Systems Engineering

Customer Benefits

- ▶ **Proactive Service:** Using aggregated, real-time performance data from InfoVista, ARINC can quickly troubleshoot and resolve performance issues, better anticipate customer needs, avoid SLA violations, and keep service levels high
- ▶ **Rightsizing/Cost Savings:** InfoVista data also allows ARINC to rightsize its network bandwidth and save money—without sacrificing performance
- ▶ **Extended Reporting:** ARINC can extend customized, real-time reports to its own customers so they, too, can gain visibility into the status of their SLAs and get more proactive toward performance

ARINC ARINC Incorporated, founded in 1929, is the world leader in transportation communications and systems engineering. Founded to provide reliable and efficient radio communications for the airlines, ARINC operates in a mission-critical environment and runs one of the world's most extensive and complex private networks. In its position within the aviation and airline industries, ARINC provides networking services that support airline communication and operational control, which is no small task. ARINC has always been committed to exemplary customer service and meeting customer challenges through advanced technology and innovation.

As its customers were starting to request more visibility into the status of their service level agreements (SLAs), ARINC wanted to take its customer-facing abilities to a new level. Additionally, because of the mix of legacy and IP networks, the company needed greater flexibility to build customized reports. ARINC realized that if it wanted to provide real-time data access to customers and make SLAs standard for everyone, it needed an end-to-end solution that would provide a detailed view into network performance and enable the company to be predictive and proactive, instead of reactive.

Finding the Right Support

"We evaluated a number of vendors," said Dave Allred, an ARINC senior network engineer. "We selected InfoVista's network performance management solution, Vistalsight® for Networks, because it offered unparalleled custom reporting capabilities, flexibility, and access to information through its customer portal, giving us the exact tools we needed to meet and exceed our customers' expectations."

Through implementing Vistalsight for Networks, ARINC has made great improvements to the proactive nature of its service offerings, using data that is aggregated by InfoVista to better anticipate customer needs, avoid SLA violations, and keep service levels high. The company can now quickly assess four key areas around network performance and get the answers it needs: Are performance levels starting to degrade; if so, is it caused by the network; what are the underlying factors; and what is contributing to the drop in performance? If it is a network issue, ARINC can trace what applications, hosts, or services are causing service degradation and quickly remedy the problem.

Additionally, ARINC leverages the software to collect data from disparate sources and uses it for trend analysis. The company's future plans include using data for modeling and reporting various "what if" scenarios to show potential outcomes. The organization also uses InfoVista to monitor network performance on a daily basis and notify operations, tech support, and sales if there are any performance issues.

New Ways to Grow

"InfoVista has taken our customer service to a new level, providing access to real-time network performance data and reports via its online customer portal," said Allred.

Users can now simultaneously view key performance indicators (KPIs), real-time performance notifications, and strategic business information, from which they can drill down to related real-time and historical reports. They can complete very specific tasks as well, such as issue and check invoices and trouble tickets; create online circuit orders; view latency reports, and other critical functions. In addition to valuable customer reporting, InfoVista provides ARINC with customized trend, global, historical, and real-time reports that are tailored to a variety of internal audiences, including engineering, operations, and senior management.

For the first time, ARINC has access to accurate data that was summarized and aggregated, enabling bulletproof decision-making. Vistalnsight for Networks eliminates variation because the data is scientifically collected and analyzed, ensuring it can be trusted, making it possible to make more intelligent decisions about resource allocation and problem resolution, resulting in significant cost-savings.

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*Steve Andrews,
ARINC Program Manager*

Going Forward

"We have achieved savings by reducing recurring monthly costs in network bandwidth. Thanks to InfoVista we don't have to oversize the network bandwidth circuits because we know exactly what the performance and utilization is," said Steve Andrews, ARINC program manager. "Now we are rightsizing and will have a clear sense of how much can be saved and actually is saved. We now have the data to make recommendations to management about IT decisions with confidence."

In addition, ARINC is now issuing SLAs as a standard way of doing business with network customers, using parameters such as latency, interface reporting, and utilization of circuits. SLAs are tailored to each customer and use the same metrics as the customer organization does to verify service levels, ensuring consistency. With the functionality of InfoVista's solution and the confidence that ARINC has in the data it receives, the organization is looking to expand into new areas, including managed local and wide area network (LAN and WAN) services, to monitor customers' other strategic networks. ARINC is also deploying Vistalnsight for Servers for optimized server utilization and performance and has begun voice over IP (VoIP) beta tests using InfoVista to monitor the effects of voice across the network, with plans to roll out VoIP across the organization. And with SLAs finally in place and the ability to package and accurately monitor an array of metrics, ARINC plans to offer different levels of service to its customers, such as bronze, silver, and gold.

"Throughout the implementation, InfoVista provided expert technical support to ARINC engineering to ensure that everything was running smoothly. We have nothing but positive things to say about our experience," said Allred. "The growing pains would have been much worse if not for the InfoVista team. They bent over backwards for support issues and, as needed, matched us with senior people who provided high-level guidance and quick resolutions to deal with our uniquely complex problems."