

# NIMPEE

## CASE STUDY

# TECHNOLOGY MAPPING

**Tier 1 Managed Service Provider gets actionable insights into their installed base.**

## OVERVIEW

The company provides managed services and products for business and government clients all over the world. The company operates hundreds of data centers in dozens of countries and has an employee presence worldwide.

# CHALLENGE

As a Managed Service Provider, the company relies on up-to-date Configuration Management Database information for their Managed Service Customers, particularly with regards to inventory.

As the network consists of tens of thousands of devices from various vendors and is very heterogeneous, **it has been challenging to determine which devices are on which sites**

and whether they should be replaced or not, according to the contracted renewal strategy.

“It usually took me couple months to collect all the information about the customer installed base

from all those teams. **When I finally received everything, it was already outdated and needed to be checked again.** We gave up collecting the data for minor items like SFPs and modules since it was just impossible for us to do,” said Principal Service Delivery Manager for one of the largest clients of the company.

“With IP Fabric’s **NIMPEE**, I get all the inventory details in minutes, including all hardware modules. If I want to, I can even download the list of devices that will need replacing soon.”

# SOLUTION

The service team initially heard about IP Fabric’s Network Infrastructure Management Platform - Engineering Edition (**NIMPEE**) from their WAN connectivity vendor. They appreciated that **NIMPEE** was not only inventory solution, but also correlated actual End of Life milestones from various networking equipment vendors and alerted the service delivery team to parts of the environment that were not compliant with customers renewal policy. The service delivery team ran an evaluation on both their production and

development platforms, and IP Fabric’s **NIMPEE** solution was fully deployed and configured in under an hour. Even though they already had custom scripts for checking inventory, IP Fabric’s **NIMPEE** found over 200 devices that were out of the customer renewal policy and thus needed to be replaced. The team used built-in reporting to find critical devices that would require replacement in the next year so that the customer could budget for it accordingly.

**“Before we used IP Fabric’s NIMPEE solution, we would spend months manually entering and collecting network asset information. Now, thanks to NIMPEE, we have instant access to all the up-to-date information we could ever need.”**

# RESULTS

After seeing the benefits firsthand, the company uses IP Fabric's **NIMPEE as their primary source of information about their network infrastructure**. They have found that the main advantage of **NIMPEE** is the reduction of time the service delivery team needs to spend evaluating EoX data

for thousands of part numbers and developing the custom scripts to find out what is on their network. They also improved the security of their environment, as they were able to replace obsolete hardware without vendor software support.

## IP Fabric's **NIMPEE** software has had a positive impact on service delivery in several areas:

### NON-COMPLIANT DEVICES REDUCTION

By checking out-of-the-box reports, the Managed Service Provider was able to reduce the number of non-compliant devices on their client's network from over 200 to 0.

### NETWORK DEVICE AUDIT

IP Fabric **NIMPEE** provides the company with global inventory of their client's networking equipment, including power supplies, SFP modules, etc.

### INCREASED EFFICIENCY

**NIMPEE** saves the team time by regularly scanning the environment and reporting findings. The service teams are also using **NIMPEE's** API to feed live inventory data into the CMDB systems, something that used to be a manual task.

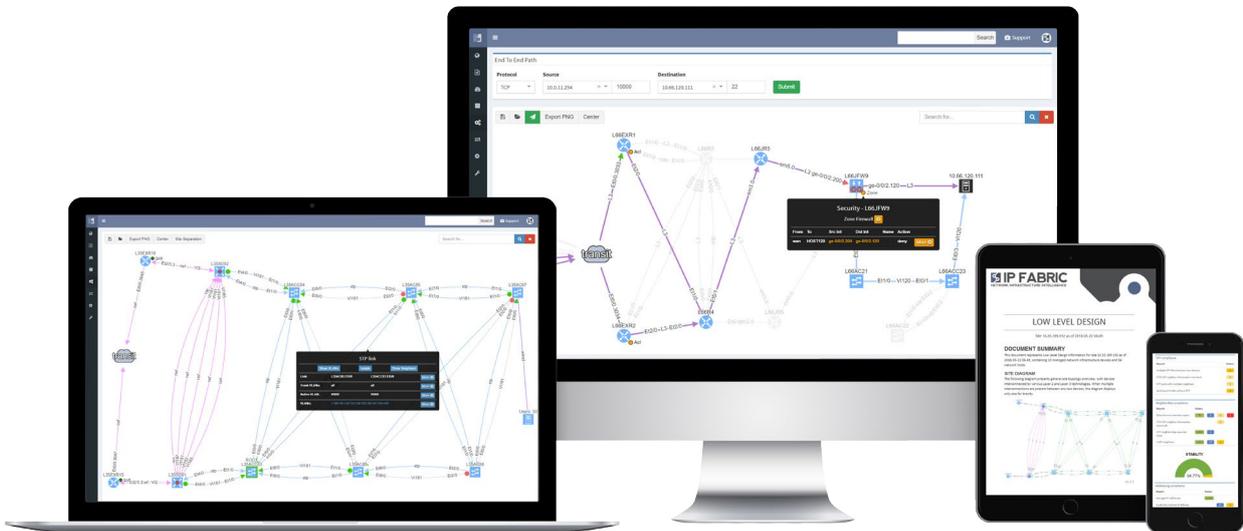
### INCREASED SECURITY

The integrated inventory health checks highlighted failing devices before they caused an outage.

### TEAM FOCUS

The **NIMPEE** frees up time for the company service delivery teams by reducing the amount of time it takes to take inventory the ever-changing network, allowing the teams to work on other important tasks like customer satisfaction and improving their network operations to support their growth.

# IP FABRIC NIMPEE



**DISCOVERY | MAPPING | VERIFICATION | HISTORY | DOCUMENTATION**

## ABOUT IP FABRIC

**IP FABRIC** was founded by industry experts to address specific engineering challenges when managing large scale networks. **IP FABRIC** makes network infrastructure intelligence more accessible for network engineers and managers so that they can tackle the challenges of digital transformation. International customers and Fortune 500 enterprises use **IP FABRIC's** platform for end-to-end visibility, documentation automation, risk analysis, technology verification, and to carry out mergers and transformation projects.

## CONTACT

- Online  
[www.ipfabric.io](http://www.ipfabric.io)
- Email  
[sales@ipfabric.io](mailto:sales@ipfabric.io)
- North America  
**IP Fabric, Inc.**  
200 Business Park Drive  
Armonk, NY 10504  
United States  
+1 (914) 752-2991
- Europe  
**IP Fabric s.r.o.**  
Francouzská 172/30  
Prague, 120 00  
Czech Republic  
+420 720 022 997