

# Human Error is the Primary Cause of UK Network Downtime

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Intelliden Research Reveals that Lack of Standardisation and Fat Fingers Cost Large Corporations and Governments Millions in Lost Revenue

More than 50% of network outages in the UK – the cost of which has been estimated at £60,000 per hour\* – are caused by human error, according to research from intelligent networking solutions provider, Intelliden. Intelliden found that companies often believed that they had an automated – and therefore error-proof – approach by using templates or scripts. However, as these models are manually inputted, any errors are automatically replicated throughout the system, and consequently these companies are equally at risk for needless network outages. The problem of downtime only looks set to increase, as a leading analyst group predicts in the next two years, US enterprises engaged in ebusiness will have lost more than billion in potential revenue as a result of network failures.

Intelliden found that the problem of maintaining uptime is exacerbated by the growing complexity of the network: service provider and enterprise networks are managed by numerous individuals administering many disparate devices – such as routers, switches, firewalls and optics – from multiple vendors. With so many silos of different applications performing different functions, organisations have neither visibility nor control over their networks, and the problem is further compounded as voracious consumer demand for new services continues to grow.

The problem is particularly acute for communications service providers. Recent research by another premier analyst group revealed that the process of using highly paid engineers to work hundreds of command line interface (CLI) instructions on an ongoing basis is one of the largest cost elements in managing networks today. It is for this reason that BT worked with Intelliden to create a new network management model for its BT Transform service – the UK's first information and communications technology (ICT) business platform based on Internet Protocol (IP) technology. The platform was designed to be supremely reliable, adept at handling the most complex IP services and capable of eradicating the problems traditionally associated with networks, such as errors and downtime.

"Intelliden's automated and intelligent approach to managing large, complex networks has allowed us to reduce the likelihood for error associated with manual processes, given us total visibility and control, and enabled us to optimise our network resources," said Gordon Suttie, Vision and Strategy Manager, BT Global Solutions. "Because Intelliden's software abstracts the knowledge of every device and imports it into a directory, configuration requirements are now automated, dramatically reducing costs and inefficiencies, as well as allowing us to dynamically respond to business goals. This type of intelligent functionality is a ground-breaking step forward for the industry, and we believe that the ability to automatically reconfigure a network will determine whether some telcos survive or not."

"The universal practice of manual configuration renders the network a liability and not an asset," said Ravi Pather, Intelliden vice president, Europe. "For example, our research found that one in every three network changes generates an error. It seems remarkable, but while process and automation are inherent in many IT organisations, when it comes to the network, it's all manual – with configuration changes made one line at a time, on spreadsheets and 'sticky notes.' This approach is inefficient, cost intensive, and too often results in unnecessary outages. "

"The real answer to network downtime doesn't lie in fault management systems, but in fault prevention: the longer an error is present in the networks the more problems it creates and the more expensive it is to fix," added Pather. "This is why Intelliden created a solution that eliminates network errors at source by importing the information from every single network device – in the case of some IP networks this can run into the thousands – and creating a knowledge database that gives an holistic view of the entire network. With the Intelliden R-Series, not only are errors eradicated but network managers can enjoy total visibility and control over a zero touch network."

As the industry's first intelligent networking software solution, the Intelliden R-Series links network and IT resources with business priorities. The Intelliden R-Series provides seamless identification, analysis and resolution of systems and networking issues that can threaten the availability, security, provisioning and compliancy of business-critical network devices. The Intelliden R-Series software suite ensures business continuity via granular control of IP network devices. It notifies users, groups and other applications about device and network changes, while also identifying who did what to the network – where, when and why. Intelliden is able to prevent manual errors and intelligently roll back to an earlier configuration with a few keystrokes, saving both valuable time and money.

Through the use of its knowledge base, the Intelliden R-Series learns about all of the versions of every device, and the unique features of every level of every operating system on the network. Its intelligent use of XML Schema Definition (XSD) means that all commands are validated before they are actually entered into the network. Furthermore, the command line interface for all of the devices is presented as a common GUI interface, with the same look and feel for every device, ensuring conformance across the network.

Intelliden has several industry-leading clients in key market segments including financial services, defense, telecommunications and government. Intelliden's partner program includes companies such as Cisco Systems and IBM, among others. Intelliden has more than 30 patents pending on its software solutions.