FORTUNE 500 MULTINATIONAL TECH COMPANY
Case Study

LEADERSHIP AND INNOVATION SINCE 1990

For over 25 years Men & Mice has been a leading global expert in the field of DNS, DHCP, and IP Address Management (IPAM).

The Men & Mice Suite is built to meet the challenges of DDI management in large and growing enterprise networks through simplified and streamlined IP Address Management administration.

Men & Mice solutions are supported around the clock by our technical services team.

"WITH JUST A LITTLE BIT OF DNS AND DHCP KNOWLEDGE, YOU'RE GOOD TO GO."

API: VIRTUALLY UNLIMITED FLEXIBILITY

Various business units need DNS, DHCP and IP address information for their internal operations. To retrieve those data was very inefficient and time consuming. Now with the Men & Mice Suite API, the users can automatically access information in real time, providing the data needed for their departmental applications.

Challenge

The customer was managing a large number of inefficient Unix DNS and DHCP servers that required considerable and expensive administration overhead, both with regard to OS and software patching and also in the day-to-day management of entries.

The customer has an extremely dynamic environment as it invests heavily in R&D, resulting in fast-changing production sites. With distributed global operations and a growing product portfolio, the DDI environment is constantly changing. All changes to the DDI environment were performed centrally by a large team that worked according to complex and detailed SLAs they had with various departments within the company. This created an expensive and inefficient system that suffered from a lack of overview, and significantly slowed service within the company.

Our solution

The customer selected Men & Mice to assist with upgrading the management of their critical network environment. This was achieved both by implementing the Men & Mice Suite management solution, and by automating certain business processes in order to obtain the greatest efficiencies.

A key part of the upgrade was to migrate all DNS and DHCP infrastructure to Microsoft Windows 2008R2. IPAM information was migrated from a homegrown solution into the Men & Mice Suite. With this first phase, the company was able to achieve great savings and efficiencies by redeploying 80% of the staff previously dedicated to managing the DDI infrastructure.

The next step was to implement a workflow module into the Men & Mice Suite configured to the unique requirements of the customer's business processes. The result was to dramatically shorten the SLAs for DDI changes as about 1000 static changes were made each month. A set of administrators were allowed to make changes directly through the Men & Mice Suite, but the tool's robust access control ensures they can only change entries that belong to them.

An automated approval process workflow was implemented enabling all appropriate employees within the company to request DNS changes, and central administrators to approve or deny the update. This reduced the number of change tickets through the service desk from about 500 per month down to 0.

Benefits

The unique and flexible structure of the Men & Mice Suite lends itself well to the automation of individual business processes within enterprises. This, along with specialized industry knowledge and solid customer relationships has enabled Men & Mice to make this strategically critical project a great success. Our customer has increased their service levels dramatically, improved the security and overall uptime of their critical network resources measurably, and achieved significant cost savings.