



ROLTA

## **American Red Cross' Upgrade from eHealth 5.6 to 6.1 Facilitated by AT&T**

### **Customer Profile**

The American Red Cross (ARC) Network Operations Team, based in Washington DC, is responsible for the connectivity and health of the entire ARC Network. ARC has outsourced the management of this infrastructure to AT&T. ARC's network consists of approximately 750 network devices providing connectivity for all of their regional headquarters and satellite locations. For the past several years, ARC has been using Concord's eHealth Solution for Network and Performance troubleshooting. The eHealth environment they were using, 5.65 needed to be updated to the latest release of 6.1. AT&T contacted ROLTA to help get the ARC up to the latest version of eHealth, in addition to configuring the newest features to provide more in depth monitoring capabilities. Both AT&T and ARC looked to ROLTA to help provide the expertise to allow them to utilize the latest functionality provided by eHealth, including automatic thresholding and Cisco NetFlow data collection. ARC was limited in their ability to do this with their current implementation.

### **Requirements**

The American Red Cross's upgrade to eHealth 6.1 needed to be done within ARC's current Licensing Agreement with CA. ARC had previously purchased eHealth before Concord was acquired by CA. With a current Maintenance Agreement in place, ARC was eligible for the upgrade to 6.1. By upgrading, ARC could utilize the now included LiveHealth components to provide automatic thresholding, health reports and more. They also needed to analyze NetFlow data from their Cisco devices. There was no specific need to migrate the old eHealth data, as it's distribution was limited. eHealth 6.1 and the Traffic Accountant component would need to be installed separately on two Sun Solaris 10 Servers.

### **Technology Used**

- Unicenter Network and Systems Management

### **Technology Used**

- CA eHealth 6.1 E2E Console
- CA eHealth 6.1 Traffic Accountant

### **Challenges Addressed**

- eHealth 6.1 was installed and configured to the same functionality as the previous implementation, providing a seamless technological transition.
- Live Health began building baselines for all discovered elements and provided an accurate real time view of the ARC Networks.
- Network reports were easier to access and were more meaningful.
- Administration of the eHealth environment was simplified by using the OneClick Console.
- eHealth Traffic Accountant provided the ability to extract details from NetFlow Data.
- The newest licensing schema regarding eHealth elements helped ARC to address their current needs along with any expansion in the monitored environment.

### **Benefits of the Solution**

- The upgrade was done in parallel and ARC was immediately able to use the new eHealth functions.
- Automatic thresholding of ARC Network elements was a primary requirement and was addressed by the functionality of LiveHealth.
- NetFlow data helped AT&T identify traffic issues to ARC.
- The American Red Cross was able to dramatically increase their Network Monitoring Capabilities without purchasing additional licenses.

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