



Cramif manages the performance of its strategic applications with ServicePilot Technologies

Cramif selects ServicePilot to manage the performance and quality of service of over 2,000 VoIP phones and extends the solution's deployment to monitor its entire information system.

Paris, 30 May 2006 – ServicePilot Technologies, a leading provider of service level management software announces that CRAMIF (Caisse Régionale d'Assurance Maladie d'Ile de France, a public health service organization in the greater Paris region) has selected its solutions to manage the performance of its Telephony over IP network. CRAMIF's IT department opted for the ServicePilot Technologies solution because of its flexibility, reliability and open architecture. They will use the solution's full range of features to manage network performance and quality of service and to track SLAs for their entire IP infrastructure.

Cramif and other stakeholder organizations involved in the project comprise some 2,300 staff members located at two different sites in Paris' 19th arrondissement. The IT department had decided to set up a telephony over IP infrastructure and to replace existing telephones with voice over IP phones. The deployment took a month and a half, after which Cramif launched a call for tender to monitor telephony and network performance. They selected the systems integrator, Rétis Communication and the ServicePilot solution.

"Since Cramif had already selected Cisco, we needed a tool that could measure the quality of service and detect incidents in the ToIP infrastructure. IP telephony services are complex and comprise different network layers. We were impressed by ServicePilot because it can monitor the network, servers, and applications all at the same time", explains Benoit Vagneur, Director of Sales at Rétis Communication.

ServicePilot Technologies has developed a comprehensive solution for managing voice over IP – **IP Telephony Service Management**. The solution collects, analyzes, retains, and correlates all the key indicators of the network communication architectures and call statistics. The information is available via a web portal, which generates easy-to-use reports with an attractive, graphical interface. The Helpdesk has access to a network map, graphs, and event log with either real-time data or consolidated information. As such, they are able to effectively pinpoint incidents and optimize the voice over IP infrastructure.

Cramif's IT department was so impressed by the simplicity and ease with which the ServicePilot solution is deployed and administered that they decided to acquire the solution to monitor the performance and QoS of their ToIP network.

Cramif's telephone network comprises three call managers in clusters, trunk gateways towards France Telecom on 2 Cisco 6000 routers, and some 150 switches.

"We launched a stringent call for tender for a platform that could analyze information from network points as well as directly from the PABX. ServicePilot was able to meet all our requirements with its ability to analyze the performance of all elements within a Cisco IP communications solution," says François Du Lau d'Allemans, Cramif's IT Director. *"With ServicePilot IP Telephony Service Management, we were able to detect problems with our old switches. The solution has also helped us improve our network architecture in order to prevent jitters and CPU problems."*



The solution's ease-of-use, easy-to-understand information and intuitive interface led the IT department to test and select the other modules offered by ServicePilot Technologies in order to extend the monitoring system to the entire information system. Today, ServicePilot monitors some 3,000 network points and 1,000 objects on a distributed network that is spread out over 80 sites in the Ile de France region. *"It was crucial that our critical applications, including our telephony services, be available and reliable for the end-user. We wanted a comprehensive solution that would be easy to use and administer. ServicePilot offers incident and performance management features, capacity planning, and service level management. Few solutions available in the marketplace offer all these features within a single tool. We believe that grouping these features together is very important,"* he adds.

The solution's wide range of synchronization features facilitate deployment automation and change management. Its open architecture allows integration with other tools, via archiving in text format, a procedure that is very easy to execute. It also allows the integration of user scripts.

"The ServicePilot Technologies modules have been designed by network specialists who really understand our needs. Not only is the tool open and easy to use, but it also provides monthly updates that take industry developments into account. The last update includes network auto-discovery. The solution helps us optimize the quality of service of applications on a daily basis for our end-users," concludes François Du Lau d'Allemans.

About Cramif

The Caisse Régionale d'Assurance Maladie d'Ile de France is a public health service organization catering to the greater Paris region. It helps control occupational risks and contributes to regional health policy. It comprises 80 centers located all over the Ile de France region and employs some 2,500 people.

For more information: www.cramif.fr

About ServicePilot Technologies

ServicePilot Technologies develops software solutions that offer its clients business and technical views of their IP infrastructure and which guarantee quality of service and high performance levels for their critical applications. ServicePilot is one of the few solutions available today that offers companies a proactive approach by providing comprehensive and consistent monitoring of their networks, servers and application to ensure high availability and performance of their business applications. By combining fault management modules, performance management, SLA management, and capacity planning within a single platform, ServicePilot offers a significant competitive edge and ROI. ServicePilot is currently being used by a large number of organizations, including Banque Populaire, Caisse d'Epargne, Crédit Agricole, HSBC, AGF, Groupama, Maif, Chantiers de l'Atlantique, EDF, Cramif, CG35, AFP....

For more information: www.servicepilot.com

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