
SENTRA SERVICE CONSOLE CASE STUDY

EMS - Electronic Messaging Service, MOD UK

EMS System Support

The EMS Management Centre in Corsham, Wiltshire, UK provides centralised management for the British Army's Messaging service, in addition to elements of the Navy, RAF and Central MOD services. An X.400 backbone of Infonet MTAs connects a sizeable number of subscriber communities whose own MTAs are predominantly MS Exchange.

Automated Billing and Accounting

EMS has Service Level Agreements (SLAs) in place with subscriber communities which relate to volume of message traffic, message size and delivery speed. EMS therefore needs to know whether these SLAs are being met in order for accurate **Billing** of the communities to occur.

This is where Insider was able to help. Previously, a manual and highly labour intensive method was employed to generate this information, which became cumbersome over time. Insider's **SENTRA Messaging Management** product is enabling this to be semi-automated and thereby revolutionise the billing process. SENTRA allows message data to be extracted from the MTA data log files and then analysed from a SQL database. Automated, customisable report writing, an integral feature of SENTRA, means that the analysed data can be quickly transferred into a highly readable bill or business report.

"Once the Server Hardware is scoped to the traffic volumes SENTRA can enable a variety of reports to be created with minimal user interface" - EMS Systems Manager

Mission Critical Message Tracking

Within a defence environment there is a clear requirement for accurate message tracking information to be available upon demand at any time. The term Mission Critical has never been more relevant!

SENTRA's core **Message Tracking** facility allows EMS support staff to be able to respond immediately to any request relating to the delivery or routing of a message within its messaging backbone. A query can be raised which will instantly return information regarding precise routing, delivery status and timing, enabling a fully informed and timely response to the original enquirer.

"Query results provide detailed information about a specific email or group of emails. This is based on the originator, recipient or message ID between 1 and 30 minutes of the email passing through the EMS System." - EMS Systems Manager

SENTRA's additional features give further control to the EMS team by enabling them to constantly monitor performance and availability right across the entire network through the **Alerting** tools. Any alert is displayed on the administrator's GUI which allows them to see immediately the nature of the problem and where it resides through a topology view of the network. Actions can be automatically generated so that individuals can be contacted through email (an SMS message could be used in an environment where security was less of an issue), a service or process can be re-started and/or script files or batch jobs can be generated. Other enterprise management systems can be alerted through SNMP traps.

All in all, SENTRA has significantly added to the EMS team's ability to provide and maintain the **highest levels of service** to their users within one of the most demanding settings imaginable.



Insider Technologies is an HP Partner, operating in the Financial and Messaging markets. It provides Service Management, Tracking, Bespoke Software and Information Mediation solutions. Insider's product set runs on HP NonStop Servers and Windows Technology

For Further Information Contact: **Insider Technologies Ltd**, Spinnaker Court, Chandlers Point, Broadway, Salford Quays, Manchester, M50 2YR ENGLAND
Tel - +44 161 876 6606 • Fax - +44 161 868 6666 •
Web Site -www.insidertech.co.uk • E-mail - support@insidertech.co.uk

