

Nominee: FNT Software

Nomination title: FNT Software provides transparent overall view of complex ICT structures

Data centres are at the heart of modern digitized organisations and have become an integral part in the business value chain. A wide range of disciplines and stakeholders are involved and have to be synchronized and orchestrated properly.

To effectively address the requirements of modern organisations, FNT's innovative ICT software FNT Command provides transparency in an integrated way for the management of IT, network infrastructures, data centres, connectivity and telecommunication. The deep integration of all data items and the comprehensive data model are unique in the software market. It builds the central resource repository for all planning, fulfilment and assurance processes for data centres and all related business areas like cabling, inter- & intraconnectivity, virtualization, server management, monitoring, IT equipment etc.

Using an appropriate data model across all layers – from the smallest fuse/breaker, active and passive components, upwards through the server, VM, application, and business service – ensures that data centre stakeholders have access to planning and analysis/optimization options. The addition of workflows helps to improve efficiency by simplifying recurring tasks and preventing errors, while also meeting compliance and security requirements. The result is a significant reduction in workload, which frees up staff to focus on non-automatable tasks and planning.

The central ICT management platform, FNT Command, supports planning and operation, automation of processes, fault prevention, and better utilization of resources. In doing so, the software enables data centre managers to merge the three key areas of planning, management, and monitoring – and thereby achieve a comprehensive overview across multiple departments.

Especially in heterogeneous data centre environments the holistic overview has proven to be very valuable in terms of increasing overall productivity and efficiency. FNT Command is widely used by many customers to manage their hybrid infrastructure in combination with external services provided by external managed service providers.

Feature Highlights

FNT's ICT solution based on FNT Command is the central management and optimization software for data centres. From the building infrastructure (power, cooling, floorspace, etc.) and IT

infrastructure (such as networks, servers, and storage) down to the services (software, applications, and services), FNT enables a comprehensive and integrated view of valuable data centre resources.

- Extensive planning capabilities enable data centre managers to access the data at any future point in time and thus improve the quality of decision making
- Comprehensive database provides all required information with their logical relationships to accelerate daily business processes
- Integrated view of all service assets and CIs over the entire service lifecycle, from planning to decommissioning/scraping, including historization
- All logical and physical relationships associated with an IT service and service asset/CI are available in their respective representations (actual and planning states)
- Coverage of the entire infrastructure (hardware, software, licenses, contracts, documents) and the interrelationships
- Efficient analysis and planning of the IT environment thanks to an integrated component library containing over 50,000 active and passive IT components depicted in a photo-realistic manner
- Reliable load and capacity displays with accurate prediction allow precise planning scenarios and efficient resource management
- Powerful evaluation, reporting, and dashboarding functionality allow to more efficiently use data centre resources and capacities (e.g. reduce unplanned downtimes and mean time to repair)
- Web-based front-end allows location independent data access and thereby helps to achieve 100% control of all areas of data centres wherever they are located
- Extensive integration capabilities using various integration technologies for uni- and bidirectional data exchange (API, ETL) ensure performance and stability of interfaces via bulk data exchange, event-driven data integration, and integration without data exchange
- All types of line-based and wireless network technologies for transmission, access, cell phone, and cable networks and for satellite and radio/TV broadcast networks, such as SDH, PDH, WDM, ATM, IP, MPLS, Ethernet, NGN, VPN, xPON, FTTx, xDSL, HFC, WiFi, radio relay systems, and others
- Clearly structured documentation and management of connections and services throughout the entire network
- Autorouting functionality with extensive routing criteria and plausibility checks
- Georeferenced representation of networks (WebGIS integration)
- Management of leased lines and dark fibers
- Storage, software, and application management

- Planning and documentation of modern server environments, including physical and virtual servers
- Depiction and management of physical and logical network structures, including IPv4 and IPv6 address management, WAN, VLAN, and WLAN management
- Easy integration into existing IT environments and information provider for all relevant ITIL processes (e.g., incidents and problem and change management)

Market Impact

FNT Command is used worldwide as an OSS / IT management application for communications service providers, enterprises and governmental organizations by more than 25.000 users since 1994.

FNT's customer base includes with more than 600 customers a wide range of well-known organizations working in various sectors, such as the automotive industry, banks, data centres and colocation providers, insurers, chemicals, energy management, airports, clinics, media, industry, telecommunications and IT service providers as well as public institutions. Almost half of Germany's DAX30 listed companies use FNT's software to plan, document and manage their mission critical IT environments.

"There is no doubt that the complexity of modern IT structures is no longer manageable without integrated information management. FNT's software FNT Command is the key management tool in our corporation, enabling us to meet the daily challenge of ensuring seamless service provisioning." Says Ralf Gründer, Head of Network & Client Management, Bayer Business Services GmbH.

"FNT is both a reliable and competent partner, and FNT Command is a modern, well-scalable inventory system with complete coverage of our requirements. "states Ulrich Hoffmann, Division manager for the network development at Unitymedia KabelBW.

Colt Technology Services implemented FNT's solution within 6 months at 29 sites to manage all of their 29 data centres in Europe and Asia. "The end result is quite remarkable" states operational systems manager Romain Tranchant, "as all of our teams from commercial to operations are talking the same language. We are now seeing the culture has changed from being passive when they look at data to now being proactive and turning to how we can improve the business."



Additionally, FNT is ranked in Gartner Magic Quadrant for Data Center Infrastructure Management Tools as “Visionary”. Leading analysts acknowledge FNT’s unique data model as “unique and visionary data repository that links information from facilities side up the stack to business processes”. Furthermore, they characterise FNT Command as “an open platform that is highly integrated and automated” which creates comprehensive integration.

Why nominee should win

- FNT Command provides transparency across all departments involved with data centre management and thereby enable DC managers to make their value to the business visible and measurable
- Integration technology with other third party products bridges the gap between organisational silos and supports the vision of an integrated data centre management
- Complete and detailed insights enable managers to proactively manage complex IT infrastructures to increase overall DC efficiency and productivity rather than just being reactive on outcomes
- FNT Command features an open system architecture to achieve seamless communication with external systems and thereby expand use cases