

Global scan of 100,000 devices uncovers massive undercharging by MSP

Large complex networks can be difficult to manage, with gaps in traditional network inventory information often resulting in surprise costs and risks.



The Problem - Poor Inventory Information Costs Money

Our client - one of the largest global network services providers - suspected that some customers were being under charged as a result of support being extended to infrastructure and machines that were not captured in network inventories.

However, the absence of up to date inventory data, in respect of one of the MSP's largest clients, was a double edged sword. That is because the company was contractually required to deliver of an accurate asset register to the client and incurred financial penalties because of its failure to comply.

“The underbilling we discovered was enormous, capturing this revenue impacted immediately on our bottom line.”

The Solution - How to Scan 100,000 Devices Globally?

After several successive quarters in which penalties were incurred, the search for an effective network inventory tool commenced. Management felt that perhaps new technology existed in today's marketplace to meet the challenge that had caused traditional inventory tools to fail.

Specifically, the services provider needed to gather network inventory information across a diversity of client networks, each of which in turn involved multiple sites, protocols and standards. Previously a patchwork of tools had been employed, but this had proved troublesome and unreliable.

Given the diversity of networks to be supported and the divergent information requirements of different projects, the tool to be selected must be sufficiently flexible so as to enable custom queries. It must also be deployed on the client network fast and not require installation of agent software.

To ensure an up to date inventory the solution needed to perform network scans on a daily basis and pinpoint changes.



While previous tools had taken weeks to audit even a small site; iQuate scanned thousands of devices per hour without any impact on the client's network.

After an international vendor search, the MSP selected iQSonar. It addressed all the requirements that had been set, standing out in particular because of its speed of implementation. iQuate enabled the MSP to scan the top 17 customers in less than 14 weeks, with scanning commencing within hours of installation.

The Benefits - Dramatic Rise in Billing

In total more than 100,000 devices were scanned across hundreds of locations. While previous tools had taken weeks to audit even a small site; iQuate scanned thousands of devices per hour without any impact on the client's network.

The IT inventory data was put to immediate use - resulting in:

- A dramatic increase in billing, as well as more precise billing methods (including utility based billing)
- Improved service levels, including:
 - Pin pointing network issues (e.g. devices that were not configured to standard, or did not have consistent security access)
 - Proactive management of security, compliance and other risks
 - Providing help desk staff with up to date device information to deal with support calls
- The avoidance of penalties, where inventory data was required by the end customer

“The network audit was completed in just days, nobody using the network knew that it was even taking place and yet there wasn't any part of the network that was left unaudited.”

About iQuate

iQuate did not invent network auditing and monitoring, we just made it faster, more accurate and more flexible. Organizations, such as Barclays, BT and PWC employ our technology to audit IT networks and discover new cost savings, efficiencies and compliance risks.

For more information visit www.iQuate.com