ENTIRE TEC

MANAGED DDI SERVICES ENHANCE AVAILABILITY, FLEXIBILITY AND PERFORMANCE AT ALL LOCATIONS WORLDWIDE

For many years, ENTIRETEC has been operating the DDI solutions as managed services for a leading technology company in the precision mechanical-optical industry and its global corporate sites in over 50 countries. To meet the challenges of the exponentially growing IP address space and the requirements of the IoT environment, ENTIRETEC supported the standardization of the basic network services. The revision of the DDI design was accompanied by a technology refresh to the market-leading platform of the manufacturer Infoblox with integrated DNS security.

CHALLENGES

- Increased demands on business-critical DDI network services require new DDI concepts
- Uniform structure through standardization in all locations
- Smooth technology and service migration

SOLUTION

- Revision of the DDI architecture with a streamlined solution design
- Migration of existing Nokia VitalQIP solution to Infoblox' modern unified DDI platform
- Integrated DNS security and cloud solutions

RESULT

- One platform for all core DDI services with enhanced DNS security
- Price reduction and reduced service complexity
- Integration into customer's ITSM suite and implementation of automated change deployment
- 24x7 monitoring and operation by ENTIRETEC experts

Long-term, trusting cooperation is part of our corporate philosophy. Our customers particularly appreciate the fact that we respond flexibly to specific requirements and continuously develop the respective services together with the customer.

Uwe Tschirner, Head of Service Management, ENTIRETEC

As a precision company, it was and is of vital importance for our customer that the IT reliably supports the diverse tasks. That is why our customer has been trusting ENTIRETEC's experts to operate its network infrastructure and business-critical DDI network services (DNS, DHCP, IPAM) for many years.

CHALLENGE

Digitization and rapid growth in mobility, IoT and cloud were causing the customer's network to expand, especially at the edge, where the number of distributed sites and IT objects within them was growing exponentially. In addition, users demanded improved access, faster response times and reliable connectivity to central applications.

These developments and the expectations behind them required new concepts for future-oriented and secure operations of DDI and DNS security services to improve access, availability and performance in the distributed environments.

Our customer contracted us to adapt the existing DDI service to the current challenges in the IT/ OT environment and to transfer it to a uniform structure in the course of standardization.

SOLUTION

Due to the long-standing business relationship, ENTIRETEC has an in-depth understanding of the DDI environment and revised the DDI concept from scratch together with the customer's IT team.

State-of-the-art technologies
The new solution is based on the market-leading technologies of the manufacturer Infoblox – a pioneer for DDI and DNS security, both technologically and in terms of sustainability. The Infoblox DDI platform, which unites the core services DNS, DHCP and IPAM, guarantees a future-oriented service with state-of-the-art standard functions. It also offers additional features for IPv4/IPv6 management, advanced DNS security, compliance support, and reporting and analysis.

Streamlined design
To reduce the number of DDI appliances and with it the licensing and maintenance costs, the local and regional DDI hubs were consolidated into a single design layer. In this way, a significant cost optimization was achieved despite the larger DDI appliances it required.

Integrated DNS security
A DNS-based security strategy provides an active line of defense for the customer's entire security stack, improving the security posture and enabling earlier detection, faster stopping or prevention of a wide range of threats.

Seamless service migration
In a timely service migration process, the Infoblox DDI solution was installed and activated. In advance, ENTIRETEC performed a data analysis and database cleansing together with the customer so that a seamless
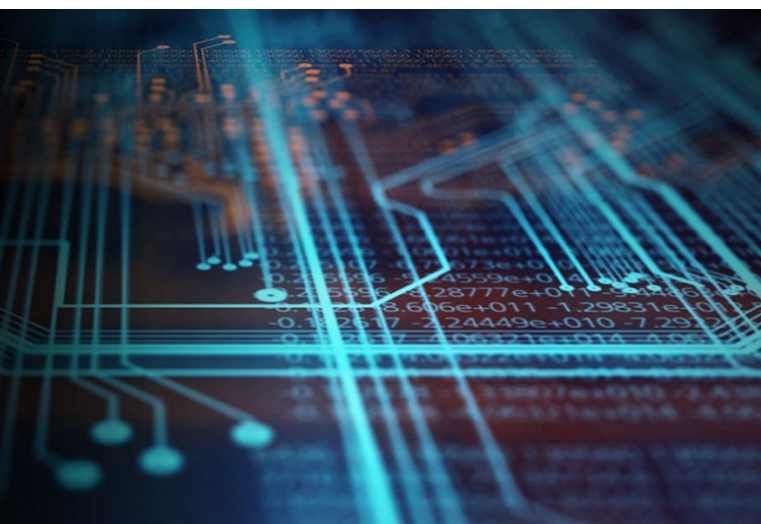
migration could be guaranteed. To ensure an uninterrupted DDI service during the migration, ENTIRETEC operated both the old and the future solution in parallel. However, the customer did not incur any additional costs for the parallel operation.

RESULT

Today's solution unifies core DDI network services on one platform and seamlessly integrates physical and virtual appliances with best-in-class DNS security. It provides our customer with flexible and scalable services without the need for additional third-party components. The streamlined solution design with fewer appliance types and DDI hubs reduces service overhead and complexity, as well as vendor dependencies.

24x7 operations as managed service
The ENTIRETEC Operations Team monitors and operates the DDI solution for our customer 24x7 and ensures the best possible availability and performance. Support cases and change requests are received in the Technical Assistance Center (TAC) and processed according to agreed SLA.

Integration and automation
Integration with our customer's ITSM suite enables seamless service operations based on the ENTIRETEC Service Platform and automated standard change deployment.

In addition, the service is seamlessly integrated into the SIEM tools and vulnerability management of the customer's Security Operation Center (SOC). This allows new IP objects to be scanned automatically and any alarms that occur to be displayed by the SIEM in the context of other systems.

Integrated cloud solutions and MS Active Directory Services enable automated data maintenance. Open APIs enable the integration of other technologies to achieve additional IT automation.

Service transparency
Comprehensive reporting and analysis functions for actionable insights into capacity planning, asset management, compliance control, and auditing are available to the customer via our web-based Service Portal. This gives the customer constant access to all service-relevant information and 100% service transparency at a single pane of glass.

> **"** Our DDI and DNS Security Services are based on technologies of the manufacturer Infoblox. They are critical for both the high-performance and secure operation of the customer's network, as well as for the management and protection of integrated IP-enabled IoT devices and complex OT environments.
>
> Thomas Herrmann, CEO, ENTIRETEC