# ADDRESS COMMANDER

## COMMUNICATION PROVIDER PREPARES FOR EXPANSION WITH IPAM SOLUTION

## Benefits

**Address Commander enabled the service provider to:**

1. Increase efficiency with automated IP address management and a single IP resource repository

2. Ensure data integrity even while allowing multiple user access through one central interface

3. Flexibly define address pools and request IP addresses based on specific criteria

4. Reduce manual errors and improve workflow with an integrated IPAM and provisioning solution

## The Challenge

A leading, full-service Canadian communications provider with more than one million wireline and wireless customers wanted to grow its subscriber base. As part of this push, the provider planned to roll out a new WiMAX project to add to its popular voice, data, TV, and cellular services. This project requires the ability to keep track of new and existing IP requests, and hence needed an effective IP address management (IPAM) solution.

The IPAM solution had to meet the complicated requirements of a service provider:

1. Integrate seamlessly with existing OSS, back-end, and DHCP software to create a holistic view of IP addresses across the network

2. Flexibly define address pools

3. Cope with additional workflows

4. Provide a single interface for users to gain visibility over all IP resources

5. Ensure data integrity to avoid duplicate IP addresses

6. Provide reporting capabilities for statically and dynamically assigned IP addresses

Overall, the solution needed to create a central pool of information to provide faster, automatic, and reliable IP and reporting, without stranding resources into separate silos.

## The Solution: Centralized IPAM

The provider chose Address Commander from Incognito Software to meet its IPAM needs. Address Commander is a vendor-agnostic solution that fully integrates with leading DHCP software, including Broadband Command Center from Incognito Software, which the provider already used. This solution allowed the provider to extend the new project across its WiMAX network without introducing complex IP tracking or stranding resources.

### Fast, Efficient Use of IP Resources

Centralized, automated IP address management streamlined the provider's provisioning process and ensured the project was quickly deployed. With Address Commander, you can manage and keep track of IP resources and requests through one central interface.

Address Commander eliminates the need for manual spreadsheet management and aids in reporting processes, reducing the probability of human error. Multiple users from different teams and departments can access the IP repository concurrently and the solution can handle multiple, simultaneous updates without compromising data. The result is a faster, streamlined operation and more efficient use of resources.

### Flexibility

Address Command allows the provider to flexibly define address pools by:

- **Combined entities** — for example, customers
- **Subnet group** — for example, a geographical region
- **Subnet service type** — for example, "voice" or "CPE Residential"

This flexibility gives the provider the ability to request IP addresses based on specific criteria.

## Seamless Integration

Address Commander and Broadband Command Center are designed to work together to provide a comprehensive provisioning and resource management solution. Both products offer API-centric views for easy integration with existing billing systems and OSS. As a result, users can securely view configuration, entities, subnets, devices, and services from one interface. This removes the need to train customer service representatives (CSRs) on a new system. Built-in workflows eliminate complicated steps that are often required to perform common tasks such as allocation or assignment requests.

## Agility and Support

This solution allows the provider to create tailored reports and templates, resulting in simplified regional Internet registry (RIR) reporting. Address Commander offers complete support for both IPv4 and IPv6 address management, ensuring that it will support the provider's IP address management needs well into the future.

Customer support was an integral part of the deployment and planning process. Incognito was able to respond to the project's shifting development by augmenting the SOAP API to meet the customer's needs via the Address Commander Early Release program. This initiative gives customers a chance to implement incremental updates in addition to the annual general availability update.

## Want to Learn More?

Find out how you can use Address Commander with Broadband Command Center to centralize DHCP and take optimize your IP resources: http://goo.gl/OrPIT0

# THE INCOGNITO PHILOSOPHY

Broadband service providers worldwide use Incognito products to solve their device provisioning, network intelligence, resource management and service activation challenges. In addition to helping you increase operational efficiency and monetize IP-based services, Incognito also delivers:

### Flexible Modular Solutions.

Get software solutions that fit your needs, not the other way around. Our extensive toolkits and expereinced integration experts ensure that you can easily integrate any Incognito solution into your existing systems.

### Customer-Centric Approach.

Be heard. We listen to and take your suggestions seriously. That's why 80% of new product features are a direct result of customer feedback.

### Support Services.

We're committed to your success. Our experienced professional services team can design custom solutions to suit your needs, while our support team is available 24/7 to answer your questions.

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