



## NEOPOST UK SYNCHRONIZES KEY IT DIRECTORIES – AND CUTS COSTS



Alcatel-Lucent makes Neopost UK's IT infrastructure more efficient, more secure and less expensive to run



Alcatel-Lucent Services for Enterprise's skills and expertise are used to set up automatic, real-time synchronization of Neopost UK's two key IT directories.



### FIRST CLASS MAIL

Neopost is a leading player in the mailroom equipment market. The group offers the most advanced solutions for mailing systems, folders, inserters and addressing, as well as traceability for letters and parcels. The range of its services is broad, and includes consulting, maintenance, financing solutions and online services.

So successful is Neopost in the provision of these products and services that it is Europe's biggest mailroom equipment supplier, and number two in the global market. In 2006, it turned over nearly a billion Euros, had seven offices in the UK alone, and worldwide employed some 4,900 people in 14 countries.

### POSTING TIMES

Every company with such a sizable workforce faces the challenge of keeping track of its people. Every time an employee is recruited, leaves, moves desk, transfers to a new site, or changes responsibility, it is likely to require an update of the organization's two key ICT (information and communications technology) directories: the one that governs computer systems and the one that enables the telephony infrastructure to route calls correctly. Inevitably, it is time consuming and expensive to implement these moves and changes (MACs), and almost every company struggles to keep both directories up to date and in alignment.

When the ICT team at Neopost UK decided to automate and streamline their ICT directory management processes, they called in Alcatel-Lucent Professional Services. According to Keir Brancoft, a project manager with Neopost, that was a great move. He comments: "Continuing in a manual environment would have been very expensive and far from ideal. Although it is difficult to give exact figures, the Alcatel-Lucent solution has undeniably allowed us to make substantial savings as there is up to 50 per cent less maintenance and administration required."

### ADDRESS LISTINGS

One of the two directories that had to be kept up to date was Microsoft Active Directory. This is a distributed directory service that enables centralized, secure management of an entire network across one or more sites. It is a central component of the Windows platform, and provides the means to manage the

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### CHALLENGE

- To improve the accuracy and timely availability of critical information on two key directories
- To reduce the IT department's administrative workload
- To drive down directory maintenance costs

### SOLUTIONS & SERVICES

- Unrivalled expertise from the Alcatel-Lucent Professional Services team
- Alcatel-Lucent **OmniVista** 4760 Network Management System integrated with Microsoft Active Directory
- Alcatel-Lucent **OmniPCX** Enterprise communication server

### BENEFITS

- Improved network security, performance and efficiency
- Lower network management costs
- Simpler, more trouble-free directory maintenance
- Increased end user confidence in system integrity

identities and relationships that make up network environments. So, for example, it manages password protocols, enables users to log on and off, and permits staff to teamwork in discrete groups. Obviously, it has a central role in maintaining a network's security.

The other directory that had to be better maintained was essential to Neopost's telephony infrastructure. It was one of many powerful tools that comprise the Alcatel-Lucent **OmniVista**™ 4760 Network Management System (NMS), which resided on the company's Alcatel-Lucent **OmniPCX**™ Enterprise communication server. The NMS directory's principal purpose is to route incoming and internal calls to the correct extension, although it has other functionalities.

Of course, these IT and telephony directories are each absolutely critical to the smooth running of any modern organization. However, their updating to reflect new MACs is a burdensome and time consuming task, and – in a busy ICT department, where time is at a premium, and priorities constantly change – it is rarely possible to keep them as current and as accurate as is desirable. In particular, it is all too easy for a technician to update a MAC in one directory, and then be distracted by an emergency so that she forgets to post the amendment, addition or deletion in the other.

This was the problem that Neopost was facing. Not only was the actual process of updating the two directories onerous and expensive, but there was a risk that the old and/or inaccurate information they contained could impact on the group's efficiency.

Indeed, it could possibly even compromise security. For instance, it is obviously important that a former employee's ability to log onto IT systems ceases as soon as he leaves the company.

### PUSHING THE ENVELOPE

Alcatel-Lucent Professional Services proposed a solution that would virtually halve the directory maintenance workload while helping to improve efficiency and data integrity. Its team set about building two modules. The first was a direct



Alcatel-Lucent **OmniPCX** Enterprise configuration module, which integrates into the Microsoft Active Directory (MSAD) interface. This allows phone sets to be created and managed using MSAD entries. The second was an LDAP (Lightweight Directory Access Protocol) synchronization module, which synchronizes the Alcatel-Lucent **OmniVista 4760** network management system directory fields (extension number, IP address, phone set category, and so on) with those in the MSAD LDAP database.

Naturally, the Alcatel-Lucent Professional Services team had an intimate knowledge of all the Alcatel-Lucent applications and products with which they were working, along with an unbeatable understanding of IP network technologies. This expertise supported the team's members for the integration and synchronization tasks that they had to perform, and the project proceeded smoothly.

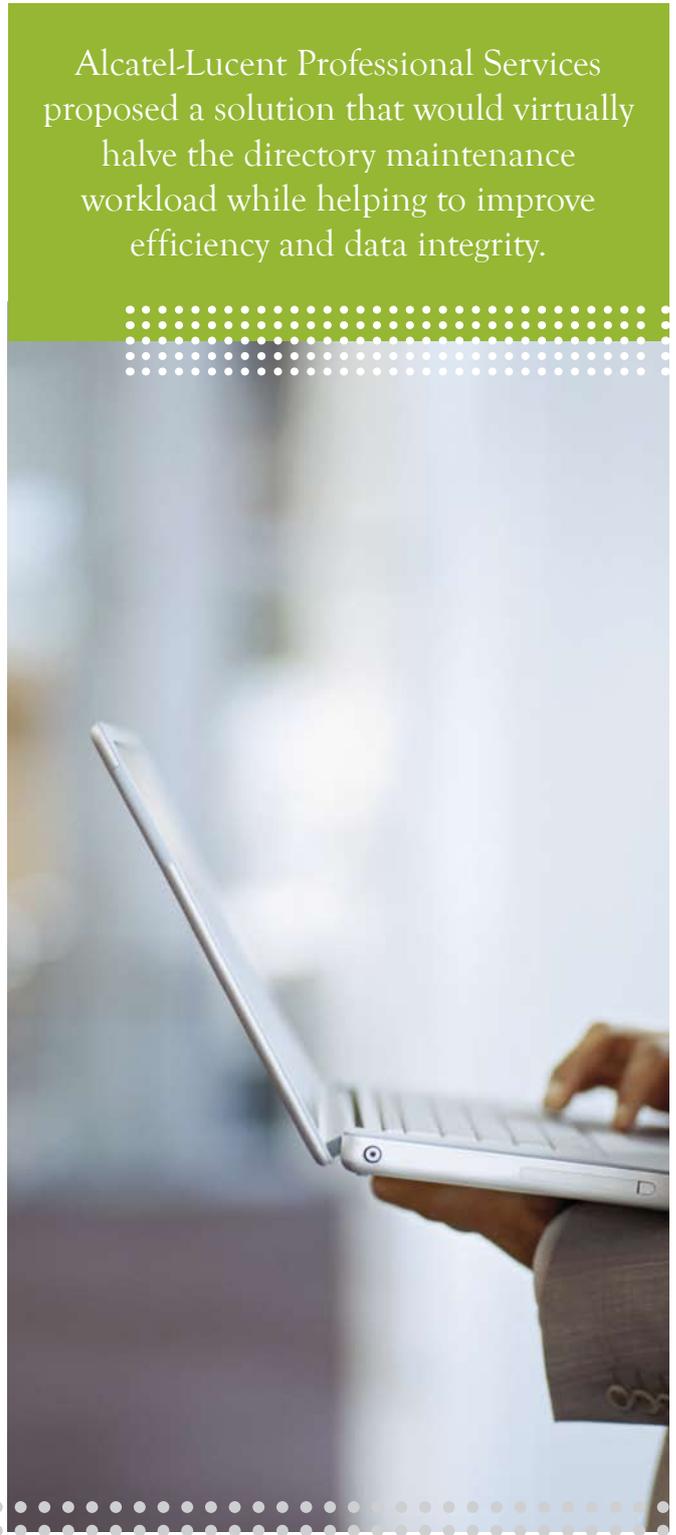
### DELIVERING REAL BUSINESS BENEFITS

Today, when Neopost's ICT department has to implement a MAC, it updates only the Microsoft directory. As soon as that is done, the Alcatel-Lucent Professional Services solution automatically and immediately synchronizes with the other directory in the NMS. In this way, both directories are permanently in alignment, and the time it takes to maintain them is effectively halved.

This not only slashes costs, but also contributes to Neopost's overall efficiency and the security of its ICT infrastructure. As Keir Brancoft observes: "Alcatel-Lucent's solution has fulfilled an immediate requirement for synchronizing the two directories. Without this automatic provisioning, a manual process may have left user profiles in one directory that should have otherwise been disabled. By reflecting our organization's most current information, our employees can feel confident that they are working with accurate and timely information at all times."

He continues: "It would have taken twice the time to synchronize attributes of our Microsoft Active Directory into the Alcatel-Lucent **OmniVista 4760**, and then into the Alcatel-Lucent **OmniPCX** Enterprise server. But now it's instantaneous throughout the working day. Everything is kept up to date."

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