



# N(i)<sup>2</sup> Customer Success



## Customer

TDF Group

FY 2010 €1.5 billion

5,000 employees

Operates in over 11,000 sites

[www.tdf.fr](http://www.tdf.fr)

## Headquarters

Montrouge, France

## Industry

Television and radio stations,  
telecom operators, cinemas and  
local authorities

## About the Organization

TDF Group is a broadcasting  
transmission network operator and  
leading service provider in the  
audiovisual, multimedia, mobile  
telephony and broadband sectors.

## Challenge

Modernize its IT infrastructure and  
streamline its network operations as  
part of its strategy to converge its  
entire service offering to digital.

## Solution

N(i)<sup>2</sup> Network Resource  
Management

## COMPANY

TDF Group is a broadcasting transmission network operator and leading service provider in the audiovisual, multimedia, mobile telephony and broadband sectors.

TDF Group offers solutions that cover the entire value chain of audiovisual and telecommunications networks. TDF Group is a valued partner for television and radio stations, telecommunication operators and local authorities across Europe. The company has earned a solid reputation with TV and radio broadcasters, as well as with telecommunication providers, for whom the company operates and deploys broadband network infrastructures for the internet, mobile telephony and public segments.

Today, the company is expanding its business portfolio with value-added services that include the design and deployment of telecommunications networks, hosting operators' equipment, maintenance, site equipment management, network sharing, among others. TDF Group is also developing a large media business line that includes digital cinema, management and distribution of content, Internet-based transportation of TV and radio programs, catch-up TV, VOD, etc.

## CHALLENGE

TDF Group is moving from analog to all digital and optical broadcasting services. The company took leadership in meeting new market dynamics and providing customers with an infrastructure capable of supporting the demand for digital content.

TDF Group operates radio-relay networks and shared infrastructures across the continent that could be described as large scale, widely distributed and consisting of disparate systems—challenging its IT organization to maintain a centralized view of the physical and logical infrastructure and configuration information. The visibility is essential to optimize resource utilization and gain a better understanding of the dependencies between resources and services. This visibility also serves to proactively manage changes with minimal disruption to business, as well as to help the team in place to automate operational processes for service delivery.

## SOLUTION

TDF Group evaluated several infrastructure management technologies, and selected N(i)<sup>2</sup> as its technology of choice. Their decision was based on the following capabilities:

*“We chose N(i)<sup>2</sup> in part because it was able to bridge the telecom world and the IT world better than other CMDB solutions we saw, including some platform CMDBs. (...) One of our objectives was to manage proactively the impact of change across what are at times massive shifts in infrastructure, and N(i)<sup>2</sup> is helping us to do this better.”*

Stéphane Gillot  
IT Applications Architect/  
Functional Architecture  
TDF

- ITIL-based Configuration Management System that covers all network, IT, and facilities management domains
- Support of a complete Telecom model including transport, data and network link technologies (Fiber, Radio, DSL, MPLS, IP, ...)
- Capability to independently manage the Service and Infrastructure lifecycles (as proposed by eTOM), all the while depicting where the two lifecycles are linked and how they are dependent on each other –from a single platform
- Design tools that are supported by engineering rules and that include “what-if” scenarios
- Site Management features normally required for communication service providers
- Demonstrated ease of integration and time-to-value through a very short and iterative delivery process.

## RESULTS

N(i)<sup>2</sup> supported TDF Group in its initiative to reinforce IT management best practices by providing unprecedented visibility on all network, IT and facilities resources, and the capability to model in detail all aspects of its infrastructure. As a result, TDF Group gained:

- Defined processes and a single referential model that interfaces to CRM and other Operational Support Systems
- Improved operational efficiency, QOS, and needed improvements in time-to-service-provisioning
- Accelerated implementation of both eTOM and ITIL best practices

Today, the visibility acquired with N(i)<sup>2</sup> serves to increase the TDF Group’s control on operational costs, optimize network resource utilization, in addition to increment its production capacity in the face of growing demand. This will allow TDF in continuing to deliver quality services while controlling cost.

## ABOUT N(i)<sup>2</sup>

N(i)<sup>2</sup> is an innovative and leading technology company that develops and markets cross-domain service management software to proactively manage the service and infrastructure lifecycles for IT, Networks, Facilities and Cloud domains from a single platform. N(i)<sup>2</sup>'s unique software provides service providers and large enterprises comprehensive visibility and control over complex infrastructure resources in their data centers. N(i)<sup>2</sup> enables them to rapidly provision and effectively deliver services by being Cloud-Ready, Services-Ready and Business-Ready. For more information, please visit: [www.ni2.com](http://www.ni2.com).