

## Client

**KAHRAMAA (Qatar General Electricity & Water Corporation)**  
(www.kahramaa.com.qa)

## Industry

**Water Supply & Power Distribution**

## Company Profile

Kahramaa, Qatar General Electricity & Water Corporation, is Qatar's state-run utility responsible for electricity and water supply in Qatar.

## Situation

Kahramaa, awarded a contract to Necon (New Era Control Devices Pvt Ltd) for a Central Network Monitoring & Management System for their spread out IT infrastructure. One of the system requirements was, the ability to send out SMS to mobile phones of maintenance people as soon as a problem was detected in any of the network device. Kahramaa & Necon, together had finalized on HP OpenView as the network monitoring solution. A suitable SMS software was required that could work with HP OpenView

## Solution

Logix's **swiftSMS™** has been successfully deployed by Necon at Kahramaa, for enabling HP OpenView to send out SMS messages in case of any network fault. The versatility of swiftSMS, allowed Kahramaa and Necon to deploy swiftSMS also for Mail-to-SMS and SMS-to-Mail applications too..

## Network Management & Monitoring, Mail-To-SMS & SMS-To-Mail



## Introduction

In order to manage and support its fast growing IT infrastructure better, KAHRAMAA (Qatar General Electricity & Water Corporation) required a central system to monitor and manage its spread out and growing IT infrastructure network. The need was for a complete solution that would enable Kahramaa to ensure that their IT systems had minimum downtime in case of a problem in their IT network. KAHRAMAA selected Necon (New Era Control Devices Pvt Ltd) as the system integrator for deployment of the solution.

## The Need

KAHRAMAA and Necon finalized on HP OpenView as the core product for Network Management & Monitoring. One of the key requirements of KAHRAMAA was that the deployed system should send out a SMS immediately, to their IT maintenance team, as soon as HP OpenView detected a problem in the network. Besides, KAHRAMAA was also looking for a SMS solution that could be extended to deploy a Mail-To-SMS and SMS-To-Mail solution in KAHRAMAA. Necon approached Logix with the challenge. The key requirements as given to Logix were as follows:

- Enable HP OpenView to send alert SMS
- Integration with HP OpenView should be simple.
- A robust GSM modem based system that can work 24X7
- The solution should be also suitable for deploying Mail-To-SMS and SMS-To-Mail solution
- Should be a easy to use, configurable at site and easy-to-maintain product.

## The Solution

Logix delivered a comprehensive GSM modem based solution using its product **swiftSMS™**. The command line utility of **swiftSMS™** is used by HP OpenView to trigger SMS to IT maintenance team. The scripting feature of **swiftSMS™** was used to deliver a configurable mail-to-sms and sms-to-mail. The mail-to-sms solution enables KAHRAMAA to send out SMS from Microsoft Outlook email client. The sms-to-mail solution enables KAHRAMAA people on the field to send email to their colleagues in office via SMS. KAHRAMAA also have the flexibility of allowing or disallowing a specific user from using the feature. **swiftSMS™** user-friendly and easy-to-use features enabled Necon to deploy the SMS solution in less than one weeks time.

