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.

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 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.