

customer story

MediaOne Group Consolidates Its Business Application Computing Systems with HP NetServers

Challenge. As one of the leading providers of cable television, high-speed Internet access, telephone and digital television services, MediaOne reaches more than five million subscribers throughout the United States. The 1996 merger with Continental Cablevision, which created the current company, prompted MediaOne Group, the parent of MediaOne, to reorganize its regionally run business applications—especially its financials and HR/Payroll—into a centralized, thin-client computing environment controlled by headquarters. Until mid-1998, the company's financial, accounting, payroll, tax and legal systems ran on disparate systems that prevented centralized reporting and information gathering.

Solution. MediaOne Group chose HP NetServer LPr, LC 3 and LH 3 systems to power the multi-tiered system rollouts of its enterprise applications. The servers are configured with either Pentium II 400 or 450 MHz dual processors and 1GB of RAM. MediaOne Group chose the HP NetServer LH 3 with NetRAID 5 disk array and redundant power supply to ensure maximum uptime and availability. With the HP NetServer LPr solution, the company relies on the load-balancing features of Citrix MetaFrame to achieve fault tolerance and service-level requirements. HP NetServers run Windows NT,

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Michael Clark, Senior Systems Administrator,
Shared Business Applications Group,
MediaOne Group

MediaOne Group



PROFILE

Company Name:

- MediaOne Group

Business Focus:

- Cable television, high speed Internet access, digital telephone and digital television, wireless services

Organization Size:

- 15,000 employees
- 1998 proportionate revenues: \$7.1 billion

Number of users

- 10,000 - 12,000

Location:

- Englewood, CO

COMPUTING ENVIRONMENT

HP Hardware Solution:

- HP NetServer LH 3, LPr and LC 3

Operating System and Major Application Software:

- Microsoft® Windows NT®
- Citrix MetaFrame
- Web-based proprietary applications
- PeopleSoft HR, Payroll, Financial
- Deloitte & Touche Corp Tax
- Hyperion Enterprise and Wired for OLAP
- Microsoft IIS

and either MetaFrame or Web-based applications on the front-end to provide thin-client computing capability. On the back-end, HP 9000s function as Oracle database servers. MediaOne Group uses HP TopTools to manage the servers.

Criteria. “With such a massive implementation, we needed a partner who could give us a roadmap of what’s coming with future product lines, and provide pre- and post-sales technical support” said Michael Clark, Senior Systems Administrator in the Shared Business Applications Group for MediaOne Group. “HP’s pre-sales support was the key for us because of the number of concurrent projects we’re working on.

“The pre- and post-sale support that HP offered was a factor in our decision,” said Clark. The local HP office and the reseller, Business Products Inc. of Denver, provided the crucial support, including design review sessions during the prototype and pilot phases, planning and rollout assistance from HP engineers, integration assistance from the reseller’s technical staff, quick resolution of questions and issues, and vendor coordination.

“The pre-sales support and technical assistance from HP was key. The company helped us figure out the best solutions for our rollouts, and that really made HP stand out.”

Michael Clark, Senior Systems Administrator,
Shared Business Applications Group,
MediaOne Group

Clark also found that HP NetServers offer him flexibility. Rather than purchase new servers, Clark can easily swap servers, as well as upgrade to the next-generation processor. This flexibility, along with HP’s implementation of RAID on the HP NetServer LH 3, the ease of making repairs and the interoperability, make HP NetServers the right choice for MediaOne Group.

Benefits. Though MediaOne Group is still rolling out several of its enterprise applications, it has experienced high availability and uptime within the completed projects. End-user productivity is maximized because service-level requirements can be met. Easy and nearly trouble-free management of the HP NetServers has also increased the productivity of the IS staff. HP’s management software, TopTools, allows IS to maintain a near “lights out” computer room, which frees staff to do other tasks. Remote management of the NetServers enables on-call technical staff to troubleshoot from their homes rather than traveling to the office.

STAY IN TOUCHwww.hp.com/go/netserver

HP NetServers: Simply Reliable

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