

## **Jeff Chapman, Intelliden VP of Product Management**

Mr. Chapman brings 25+ years of experience in product and software development as well as application architecture, to his focused expertise in product development and marketing for network management, enterprise architecture and client-server models. Before joining Intelliden, Mr. Chapman served as Chief Application Architect for networkMCI Services, where he was responsible for the planning and direction of systems, from the user interface through ordering, provisioning, network mediation and billing platforms. Mr. Chapman attended the University of Connecticut School of Engineering, where he studied computer science and software engineering.

### **Automating the Intelligent Network**

IP networking was supposed to save significant time and money as well as usher in a new generation of intelligent network services. The ultimate objective is to develop networks that are self-configuring, self-optimizing, self-protecting and self-healing. Unfortunately, operators of public and private IP networks alike have yet to fully realize the huge efficiencies of IP networking, and there's one primary culprit: lack of intelligent network automation.

The Intelliden R-Series software is a suite of next-generation software solutions designed to automate IP network management. In fact, the Intelliden solution supports automation of the four most challenging areas of IP network management: device configuration, service activation, security management and auditing/reporting.

The key to network automation is Intelliden's patent-pending, model-based software architecture. Intelliden's extensible platform models users, services, policies and network devices into objects so they can relate to each in an automated fashion. Managing multi-vendor devices has always been a particular trouble spot – it simply takes too long to manually configure them, the process is too error-prone, and each vendor-type-model-operating system (VTMOS) has its own command language and set of capabilities.

Intelliden has developed a patent-pending Device Factory to translate the different VTMOS capabilities and functions into a unified, XML-enabled command language. As a result, network managers can configure and manage all kinds of network devices from a unified, Web-based or API control plane. Now, multiple devices can be configured simultaneously and automatically, dramatically reducing staff effort. And a built-in workflow management engine ensures that any changes to the network are made according to organizational and network policies, so configuration errors are virtually eliminated. The Intelliden solution is eminently scalable as well, designed to support the largest government and commercial networks (50,000+ devices).

Granular control of network devices does more than just allow automation of device configuration. It also enables network operators to protect against and respond automatically to security threats. It enables them to track and audit who made which changes to the network when. And it facilitates faster rollout of new IP services by creating and reusing flexible service definitions.

Network automation is not just a technical achievement. It has far-reaching operations implications. Reduced staff effort and elimination of human errors will help dramatically lower operations costs and improve network reliability. Centralized, automated control will ensure optimization of network resources, enhanced security and streamlined troubleshooting. And faster, more trouble-free service creation will mean better compliance with SLAs. Intelliden unleashes the potential of intelligent, IP networks.