

A network performance management solution with positive ROI in 18 months.

Project Name

Network and Application
Performance Management

Key Solutions

- Riverbed SteelCentral Suite
- Riverbed SteelCentral Web Analyzer
- Riverbed SteelCentral NetProfiler

"Client return on investment was realised rapidly through the identification and appropriate downsizing of any underutilised links and the elimination of entirely unused ones."

"By increasing insight into the network and applications, we have empowered support teams to rectify recurring performance issues, and proactively approach IT operations with significantly lower operational risk."

Nic Jacka
Managing Consultant
Basis Networks

Background

The client is one of the largest organisations in Australia, with core business interests including mail, retail, parcels and logistics. Its other services include delivery, retail products, financial services, direct marketing, and many more.

The business is vast and complex, and has been undertaking a massive change towards the adoption of digital technologies to deliver new services to its customers.

Challenge

The applications delivering these new digital directives increased the criticality of the underlying network and security infrastructure. The organisation was placing greater emphasis on restricting extended downtime and impacted performance for staff and customers. The operational overhead in implementing change without the necessary visibility into the applications and their use of the underlying network was a significant challenge.

Added to this was a reliance on manual troubleshooting and testing methods when performing network changes, resulting in lengthy network outages that were negatively impacting the productivity of the business and end user experience.

The enterprise was looking for a way to augment their visibility into the network and application use of the network, to allow them to move to a more pro-active operational model and more confidently roll out new digital initiatives to their customers.



Solution

Granular application performance visibility.

By centralising the monitoring and management of business-critical applications, Basis Networks was able to deliver a solution that helped both maximise business productivity, and reduce operational risk.

Basis Networks used extensive technical expertise coupled with knowledge of the business to develop a solution based on the Riverbed SteelCentral management suite. This product was designed to give granular visibility into application performance to improve user experience, enable new digital initiatives, and rapidly resolve existing performance issues.

The project was initiated with a proof-of-concept deployment capturing data in and out of the core data centres, and the establishment of dashboards that provided insight into the businesses critical applications. Additionally, the platform was configured to analyse traffic to and from SaaS applications, where specific ongoing performance issues were being reported.

The results of the proof-of-concept were conclusive, and a presentation to key stakeholders of the real-world benefits of the solution was enough to validate the solution and move it into production.

Products & Services

The following services were leveraged, and the following products were deployed as part of this solution:

Products:

- Riverbed SteelCentral NPM
 - NetProfiler
 - NetShark
 - Flow Gateway
 - VShark
- Riverbed SteelCentral Webanalyzer
- Riverbed SteelCentral Portal



Services:

- Business and Technology Requirements
- Proof of Concept Design and Deployment
- Production Deployment and Configuration
- Project Management

"Once we saw the level of visibility that we would gain into our network, and how this correlated to specific business issues that we were trying to address, we knew that Basis Networks had proposed a solution that aligned with our goals."

Client Project Manager





Results

The Riverbed SteelCentral platform was implemented across the enterprise, providing end-to-end visibility of application performance over the network, and insight into what was impacting the end-user experience for critical applications.

"We gained immediate value from the Riverbed SteelCentral platform once it was implemented into the production environment. This allowed the rapid identification and resolution of customer impacting issues, and insight into underutilised WAN services which could be decommissioned to recover our investment costs."

"The visual representation of our critical applications allows us to proactively monitor all layers of our application architecture, and immediately see if an implemented change has impacted its performance"

Results Summary:

- The improved ability to rapidly determine the exact nature and location of faults impacting user experience.
- Immediate visibility into critical application performance issues, including the correlation of symptoms and identification of cause, enabling complex issues to be resolved quickly.
- The identification of the source of problems that had been experienced with SaaS.
- Insight into WAN usage ,revealing significant cost savings could be achieved through link downsizing or elimination, resulting in a full ROI within 18 months.
- Executive dashboards created to give stakeholders a real-time view on the performance and health of their applications, and the underlying supporting network.
- Baseline performance reports that could be used to measure the impact of network changes on any monitored application.
- The ability to model the network to cater to new applications or digital directives.

Future Considerations

The initial deployment of this solution was focused on providing visibility into the largest and most critical network owned by the customer. Future initiatives that will leverage the platform to continue to add value to the business include:

- Discovery and monitoring of applications for a major data centre consolidation project from a recent acquisition. Insight into the network is critical to reduce the risk of issues during migration.
- Extension of visibility into other parts of the customer environment, including subsidiary companies and other wide area networks.
- The integration of infrastructure level monitoring of on premise servers utilising SteelCentral NetIM. This enables the triage of any performance issues to include physical hardware.
- Monitoring of code level application performance, through the deployment of SteelCentral AppResponse.



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