

Managed Service Provider Deploys Application Performance Monitoring

Cisco WAAS optimizes Enterprise Application Performance by using NetDialog's NetX application and network monitoring software service.

EXECUTIVE SUMMARY
<p>Customer Name: Tata Steel (Danieli Corus) Industry: Manufacturing Location: Worldwide</p>
<p>BUSINESS CHALLENGE</p> <ul style="list-style-type: none"> Lack of insight in performance of business critical applications, resulting in low employee productivity, high operational cost, and revenue loss
<p>NETWORK SOLUTION</p> <ul style="list-style-type: none"> Implement NetDialog's NetX application and network monitoring software service Obtain 24-hour insight into availability and performance of business-critical applications Implement Cisco WAAS to accelerate application and service performance
<p>BUSINESS RESULTS</p> <ul style="list-style-type: none"> Decrease of WAN bandwidth consumption by 63 percent LAN-like performance over WAN for various applications Decrease of bandwidth and IT resource cost

Business Challenge

Nefkens Advies is a managed service provider that serves clients such as Danieli Corus (part of Tata Steel) which has locations around the globe. Nefkens' clients lack structural insight into the availability and performance of business-critical services and applications across their global WAN infrastructure. The Nefkens IT department needed to find a way to get back control and maximize end-user experience at optimal cost levels. According to Nefkens, one of the critical issues is that end-users suffer from poor application performance, because the WAN infrastructure is not capable of handling the exchange of large spreadsheets, accessing enterprise resource planning (ERP) or customer relationship management (CRM) applications, or viewing large graphics.

This situation results in low employee productivity, high operational cost including bandwidth and IT resource requirements, and loss of revenue.

"Keeping our customers happy is our top priority," says Jan Pieter Nefkens, CEO of Nefkens Advies. "Organizations ask us to take care of their network management, but what they really want is optimal end-user performance at affordable cost. We wanted to empower our clients to better serve their customers."

Network Solution

To overcome these challenges, Nefkens implemented the NetX application, a network monitoring software service from NetDialog, in combination with Cisco® Wide Area Application Services (WAAS). NetX is an easy-to-use monitoring service delivered from the cloud. It gives 24-hour insight into availability and performance of business-critical applications crossing a client's global WAN infrastructure. It allows the customer and/or the managed service provider to keep a close eye on application delivery, conduct trend analysis, and measure service levels. Cisco WAAS then significantly improves the appropriate services and applications. It accelerates file transfer and enables employees to access business-critical applications such as ERP and CRM faster than previously possible.

WAAS was installed at sites located far from where the applications are hosted and showed impressive results. Results are monitored 24 hours a day and displayed on the NetX dashboard. In this way Nefkens, as the managed service provider, can keep up with the pace of change of the application landscape and maximize performance at all times.

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— Jan Pieter Nefkens, CEO, Nefkens Advies

For those locations where WAAS is not installed, Nefkens used the NetFlow capabilities of NetX to get insight in the traffic volume and application landscape. Based on this information, decisions were made for fine-tuning the network as well as the business case for further WAAS deployments. By combining NetFlow and WAAS information in a single, unified dashboard, NetX users have full visibility before and after WAAS has been deployed at a location and can protect the investments made over time.

Business Results

Higher Employee Productivity

For the first time clients had access to integrated and relevant information about the performance of business-supporting applications and was able to effectively accelerate application performance. “We are experiencing LAN-like performance over the WAN for various applications, including image files and Microsoft Office suite,” says a user. “Employees can use their key applications irrespective of the time of the day or location.”

Decreased Bandwidth Consumption and IT Resource Cost

Employees in remote offices can access certain applications that they simply could not use before. “NetX and WAAS enable better application performance and decrease bandwidth and IT cost,” says Jan Pieter Nefkens. “In some situations, we were even able to lower the bandwidth through the efficient deployment of application acceleration.” “Regaining control has led to the situation that the global network can be managed by fewer people, freeing up valuable time and saving cost.”

Higher Revenue

“In this 24/7 economy, I want to enable my sales people to access applications and services whenever they need it to best support their clients,” a user says. “Every hour a web-based sales application is down will cause a loss in revenue, and Nefkens helps us to minimize downtime.”

Next Steps

Nefkens clearly sees the benefits of the extensive application-monitoring capabilities that NetX offers, combined with the performance improvements provided by Cisco WAAS. “I will continue to actively propose the powerful combination of NetX and WAAS to new and existing clients since I am convinced it will bring them tangible benefits,” says Jan Pieter Nefkens.



For More Information

To find out more about Cisco WAAS or NetDialog's NetX, please visit: <http://www.cisco.com/go/waas> or <http://www.netdialog-int.com>.

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