

**CUSTOMER SUCCESS**

Recognizing and Resolving Congestion on the Network

**CUSTOMER:**

Layton Construction
Utah, USA
(500 nodes, Multiple locations)

CYMPHONIX PRODUCT:

Network Composer 1500

SITUATION

For eight years, Layton Construction had experienced problems with congestion on its network. The company has two T1 lines dedicated to Internet connectivity. In recent weeks the problem had become severe to the point that the IT staff was fired and Nadeem Nasir was brought on as IT Director to find and resolve the issues.

CHALLENGE

Nadeem's initial planned course of action included contacting Cisco for the passwords and firmware to diagnose the routers. He had also planned to hire Cisco certified engineers to come in and resolve the problems, an approach that would have taken several weeks and tens of thousands of dollars.

The day prior to beginning the project, Nadeem was discussing the situation with one of their vendors, FiberNet, who told him of Cymphonix's smart gateway appliance Network Composer. Network Composer scans, identifies and controls traffic coming in from and going out to the Internet to deliver complete WAN data stream management.

SOLUTION

Network Composer installed in minutes, automatically populating its database with information from every piece of equipment connected to the network. Shortly thereafter Nadeem, began to see a clear view of traffic going over the network. In a single screen, he saw that the aggregated bandwidth coming over the T1s had completely maxed out the pipe. He also saw the applications that were responsible and the identities of the employees who were abusing network resources.

On this same screen he could see that spyware, peer-to-peer and other detrimental applications were primarily responsible for the company's problems. Some problems were coming from company computers, while others were introduced by notebooks and PDAs employees brought from home. With one click, Nadeem accessed the application shaping function in Network Composer, limited detrimental applications and prioritized mission-critical applications and, in seconds, more than 60% of the company's bandwidth was restored. Management was elated.