



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.

Also causing congestion on the network were several externally-hosted applications, such as a third-party E-mail server that collected the company's E-mail, inspected it for viruses and spam, then forwarded it to the company in batches. When these batches arrived on the network, congestion took place and traffic slowed to a halt for several minutes. By simply adjusting settings in the Network Composer application shaping screen, Nadeem was able to set the ceiling for the hosted email application to 512k. This causes only a slight impact on the delivery of E-mail, but keeps the majority of the pipe available for other critical applications.

SUMMARY

Following eight years of frustration, the CIO and vice presidents are ecstatic over the improvements in connectivity. Nadeem, through a simple wizard, has programmed Network Composer to send automated daily and weekly reports to the executive team on how bandwidth is being used by employees and applications. Management, through these reports, is now able to monitor newly hired employees to assess productivity and suitability to a given position. As new applications, such as Internet telephony are brought in, the company can easily prioritize bandwidth to ensure full functionality.

In identifying the attributes of Network Composer that contributed to his comprehensive success, Nadeem felt that having all of the tools located in a single, easy to understand interface was critical. He also stated that Network Composer's XLi™ Technology which delivers the ability to prioritize traffic at the packet - or layer 7 - level was essential because of the capability of peer-to-peer applications to fool port-based products such as firewalls.

Nadeem and FiberNet had spent weeks searching for a product that would finally resolve the company's issues. When asked if there is another product that would have provided similar benefit, he said that he had researched it extensively and that, "nothing exists that allows me access to this level of information—to manage this depth of functionality—all through an interface that brings it together in a truly purposeful way."

Nadeem is one happy IT director, and the raise doesn't hurt either. Now instead of constantly putting out fires he spends his time and resources on projects that contribute directly to the growth and performance of the company.

SUCCESS

According to IT Director Nadeem Nasir: "This is absolutely a miracle box. It's turned me into a hero!"

SEE FOR YOURSELF

See how Network Composer delivers visibility, security, and performance in one reliable package. Contact your Authorized Cymphonix Reseller for an online demonstration or call or email Cymphonix at 866-511-1155 or sales@cymphonix.com.



ABOUT CYMPHONIX Cymphonix Corporation, headquartered in Sandy, Utah, uses patent-pending Cross-Layer Intelligence™ (XLi™) technology to provide unmatched network threat protection and resource optimization. With the powerful XLi engine, Cymphonix products seamlessly integrate network protection, application performance, and traffic visibility into a single, easily managed solution. Leading the Cymphonix product line is Network Composer, a smart gateway appliance that helps organizations understand at a glance who is abusing network resources and with what applications – enabling problems to be corrected instantly through a clear, easy-to-manage interface.



SMART NETWORK, SMART BUSINESS

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