

## Case Study - Healthcare

# Southeast Alabama Medical Center resolves bandwidth concerns with network visibility

### CLIENT

#### Southeast Alabama Medical Center

- Serves a community of almost 600,000
- Over 2,000 employees; largest employer in the tri-state area
- Over 1,800 individual computers
- Upgraded connection speeds from 4.5Mb/s to 20Mb/s

### CHALLENGES

- Optimizing bandwidth efficiency
- Determining users and applications responsible for network congestion
- Filtering content
- Improving report functionality
- Streamlining maintenance of network

### CYMPHONIX SOLUTION

#### Cymphonix Network Composer

- DC40XS

### RESULTS

- Optimal efficiency of bandwidth
- Accurate monitoring of employee usage
- Create policies that prioritize users, applications, and specific Web sites
- Professional, easy to read, granular reports
- Virtual elimination of weekly maintenance of network

For Scott Lapham, network engineer for Southeast Alabama Medical Center, a 60% increase in network traffic over the past five years meant bandwidth was virtually non-existent. Before he could implement a solution though, he needed to know which applications or users were responsible for the congestion. With Cymphonix® Network Composer®, Lapham was able to identify users and applications consuming excessive bandwidth, create policies that prioritize Internet use, and streamline content filtering management.

### Examining the Symptoms

A dramatic increase in network traffic over the past five years and a 4.5Mb/s connection resulted in the usual symptoms—lagging Internet connections and slow download speeds. To combat these problems, Scott Lapham needed more information about his users and applications. Unfortunately, reporting from his current content filtering solution was not detailed enough to allow him to identify the cause of the slowdown.

“Five years ago only 20 percent of our business was Web-based, but now almost 80 percent of our network traffic and transfers occur securely over the Internet,” said Lapham. With the significant increase in Web-based content, it was even more critical to gain complete visibility into what was happening with his Internet traffic.

“Our biggest issue with our previous content filtering solution was the lack of usable reporting. It couldn’t provide the information required for us to decide what steps were necessary when upgrading our network components,” commented Lapham. “Network congestion was a huge issue and we had no way of knowing if there were people abusing the network by spending an unusual amount of time online.”

The lack of reporting functionality made it virtually impossible for Lapham to determine if the Medical Center needed to implement stricter employee Internet policies or invest in additional bandwidth. He simply needed more information.



## Case Study - Healthcare

*“We saw the value of the Network Composer immediately and it has made our reporting easy, granular, and faster. With the appliance in place and our policies applied, Network Composer essentially runs itself. It has been great not having to babysit my content filter anymore.”*

### ABOUT CYPHONIX

Cymphonix Corporation uses award-winning technology to cut the time, effort, and cost needed to find and solve the risks from being connected to the Internet. As an innovator in the Secure Web Gateway space, Cymphonix enables organizations to quickly identify, isolate, and resolve network problems.

[www.cymphonix.com](http://www.cymphonix.com)

### ABOUT SOUTHEAST ALABAMA MEDICAL CENTER

Located in Dothan, Alabama, the Southeast Alabama Medical Center is a not-for-profit community health system that is dedicated to improving the quality of life of the residents of southeast Alabama, southwest Georgia, and the Florida Panhandle. The Medical Center offers a full range of healthcare services through its main campus in Dothan and serves approximately 600,000 people throughout its neighboring communities and counties.

[www.samc.org](http://www.samc.org)

### Prescribing the Cure

LH Computer Services introduced Scott Lapham to the Cymphonix Network Composer. To fully evaluate the Network Composer's functionality, Lapham arranged to have a demo device installed in the hospital's network for a 30-day trial period.

“During our trial period we kept our old solution in place as the primary content filter and used the Network Composer to monitor traffic so we could evaluate the performance reports it could generate,” said Lapham. “Cymphonix gave us granular insight into who was generating the majority of our traffic as well as the applications that were consuming the highest percentage of our bandwidth.”

Lapham considered a number of other content filtering solutions, but after his trial period expired, felt that the Cymphonix Network Composer was the best fit for the Medical Center based on the product's real-time reporting mechanisms, all-inclusive feature set, and fair price.

Ultimately, the information provided by Network Composer's reports not only helped the Medical Center to make the decision to upgrade its Internet connection, but also determined its future bandwidth shaping policies.

### Problem Solved

After upgrading their Internet connection the Medical Center reintegrated the Network Composer. “It was a relatively painless transition,”

said Lapham. “We put the Cymphonix appliance in-line between our firewall and old content filter, allowed the Network Composer to become populated so we could build our user groups, and then unplugged our old solution.”

With the Cymphonix Network Composer integrated into its network, Southeast Alabama Medical Center was able to successfully pinpoint the type of traffic causing congestion within the hospital's network. The Medical Center now has access to easy-to-read reports with information on the most granular level of usage, allowing network administrators to set bandwidth shaping policies and eliminate the need for daily oversight of the organization's content filter.

“We saw the value of the Network Composer immediately and it has made our reporting easy, granular, and faster,” said Lapham. “With the appliance in place and our policies applied, Network Composer essentially runs itself. It has been great not having to babysit my content filter anymore.”

### See for Yourself

See how Cymphonix can improve visibility, security, and efficiency of your Internet connection. Contact your local technology reseller or Cymphonix for an online demonstration, technical documentation, case studies and pricing. Call 866.511.1155 or send an email to [sales@cymphonix.com](mailto:sales@cymphonix.com).