

Case Study

Healthcare

CUSTOMER SUCCESS

Reveal network traffic, eliminate need for daily oversight

CUSTOMER:

Southeast Alabama Medical Center
Alabama, USA
(2000 users, 1 location)

CYMPHONIX PRODUCT:

Network Composer DC40X

SOUTHEAST ALABAMA
MEDICAL CENTER

Situation

Southeast Alabama Medical Center, located in Dothan, Alabama, is a not-for-profit community health system that is dedicated to improving the health and 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.

Southeast Alabama Medical Center is the largest employer in the tri-states area with over 2,000 employees and operates on a network that employs over 1,800 individual computers. These computers consist of personal wireless tablets, computers on wheels, office desktops and wall mounted computers; all of which are split evenly between personal PCs and public access workstations. Southeast Alabama Medical Center recently upgraded its network connection speed from 4.5Mbps to 20Mbps.

"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," commented Scott Lapham, Network Engineer for Southeast Alabama Medical Center.

Challenge

While operating on their 4.5Mbps connection and trying to adapt to the significant increase in web-based content, Lapham knew that the Medical Center's bandwidth was essentially non-

existent; however, he was unable to tell what kind of content was responsible for the slowed download speeds, nor was he able to see who was responsible for generating the 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. We were operating at a time when 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," said Lapham. "This made it virtually impossible to determine if we needed to implement stricter Internet policies on our user base or invest in additional bandwidth."

Solution

While working with LH Computer Services, Southeast Alabama Medical Center was introduced to the Cymphonix Network Composer as a potential replacement for the hospital's current content filtering solution. In order to evaluate the Network Composer's functionality, Lapham arranged to have

Reveal.
Optimize.
Protect.



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. 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. Ultimately, the information provided by Network Composer's reports not only helped us make the decision to upgrade our Internet connection but also determined our future bandwidth shaping policies," Lapham commented.



"Once the box was in place and our policies were applied, Network Composer essentially runs itself. It has been great not having to babysit my content filter anymore."

Scott Lapham,
Network Engineer
Southeast Alabama Medical Center



Lapham had considered a number of other content filtering solutions but after his trial period expired, felt that the Cymphonix Network Composer DC40X was the best fit for the Medical Center based on the product's real-time reporting mechanisms, all-inclusive feature set and fair price.

"After we upgraded our Internet connection and were ready to re-integrate the Network Composer DC40X, it was a relatively painless transition. We put the Cymphonix box inline between our firewall and old content filter, allowed Network Composer to become populated so we could build our user groups, and then unplugged our old solution," said Lapham. "We saw the value of the Network Composer immediately and it has made our reporting easy, granular, and faster. Once the box was in place and our policies were applied, Network

Composer essentially runs itself. It has been great not having to babysit my content filter anymore."

Success

The Cymphonix Network Composer helped Southeast Alabama Medical Center accurately reveal the type of traffic that was causing congestion within the hospital's network and essentially eliminated the need for daily oversight of the organization's content filter by automating shaping policies set forth by network administrators. Southeast Alabama Medical Center now has access to easy-to-read reports that can be quickly drilled down to the most granular level of usage.



About Cymphonix

Cymphonix Corporation, headquartered in Sandy, Utah, uses patentpending 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.



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