

Case Study

Healthcare

CUSTOMER SUCCESS

Prioritize bandwidth, control content

CUSTOMER:
SMG Medical
Utah, USA
(400 users, 1 location)

CYMPHONIX PRODUCT:
Network Composer DC10

SMG
MEDICAL

Situation

SMG Medical is a healthcare company in Murray, UT, just southeast of Salt Lake City. The company consists of two medical practices and one medical billing company. As with all healthcare organizations, SMG Medical depends on multiple Internet resources for getting work done. Medical applications for management, record keeping, billing, research and communications are used constantly by physicians and staff alike.

In 2008, with additional employees and applications being added to the network, SMG Medical's T1 connection became completely bogged down. Due to the organization's heavy reliance on Internet resources, administrators experienced a tremendously negative impact on company efficiency. The demand for increased bandwidth caused critical applications to slow and a decline in overall productivity, which ultimately led to increasingly frustrated employees and physicians.

As the company's network administrators worked to resolve the issues, they quickly realized they had no visibility into what or who was consuming the majority of the bandwidth. Since multiple divisions of the business shared the same Internet connection, administrators not only had to pinpoint the users and applications pressuring resources, but also the specific entity within organization; thus making troubleshooting nearly impossible. Without the necessary visibility, administrators knew it would be useless to add more bandwidth - if

bandwidth hogs were eating up a T1, they'd consume even more if available.

Administrators at SMG Medical decided to implement a solution that would provide concise overview of the company's entire Internet usage. Throughout their preliminary research, they discovered that many "solutions" existed for helping them understand their web browsing activity, but none had the ability to identify which organizations, applications, and users were impacting bandwidth. That is, until SMG Medical began working with a Cymphonix certified reseller. After seeing the results that a Cymphonix product would produce, the administrators decided to implement a Cymphonix Network Composer DC10.

Solution

Since Network Composer is an in-line, deep-packet inspection device, it can identify all types of Internet traffic well beyond simple web browsing activity traditional web filters typically provide.

Once Network Composer was installed, administrators were able to immediately identify the number one bandwidth consuming application - streaming

Reveal.
Optimize.
Protect.



media. Additionally, the Network Composer provided much more information than SMG Medical expected. In addition to revealing streaming media as the top bandwidth consumer, the device identified the specific websites and servers that were responsible for streaming audio, as well as which individual users were generating the traffic. With a quick view of Network Composer's reports, administrators could now see that certain employees would arrive to work, start up their computers, and immediately launch web radio applications to listen to their favorite radio programming.



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Teresa
Network Administrator
SMG Medical



Subsequently, rather than increasing bandwidth or denying access to web radio sites, administrators were able to design specific policies with their Network Composer that prioritized bandwidth for critical traffic and limit it for the newly discovered, non-critical applications. With these measure in place, if bandwidth became available, users could stream online radio. However, should bandwidth suddenly be required by critical applications, the media streams would take longer to buffer, yet still deliver the content. Network Composer made it easy to optimize the way SMG Medical used its Internet connection.

Success

"The Network Composer allowed us to manage the issues we were having very quickly because now we had the data," says Teresa, SMG Medical's network administrator.

By implementing additional optimization rules, SMG Medical used Network Composer to automate its Internet security going forward. Administrators designed policies around what types of websites could be visited, how much bandwidth acceptable sites could employ, as well as what types of applications could be used and how much bandwidth they could utilize. Once these principles were in place, administrators also set specific policies for users by managing how much bandwidth each could use. Network Composer DC 10 now administers all policies so that each of the three organizations and its employees has quick access to the resources they need for taking care of business.

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SMG Medical was able to find and implement a complete solution for their Internet issues. Network Composer revealed what was happening on their Internet connection and made it easy to optimize how it functioned within the scope of the company's needs. Once specific policies were in place, Network Composer automated all components of Internet security, which has ultimately granted administrators more time to focus on other challenges and opportunities within the organization. In addition to addressing all of their issues, administrators at SMG Medical discovered that implementing Network Composer was more cost effective than just two months of adding a second T1 line. Now, they have the performance they needed and the savings they were looking for.



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.



Cymphonix Corporation
8871 S. Sandy Parkway, Suite 150
Sandy, Utah 84070-6408

801-938-1500 Tel
801-938-1501 Fax
866-511-1155 Sales

www.cymphonix.com