Financial Markets

Leading Investment and Retail Bank chooses Netusage to monitor their global WAN.

"Always-on" networks are a requirement for most companies, but in banking they are mission critical. Just imagine the business and financial impact of losing a part or the entire network for any length of time. The results could be disastrous. Which is why this leading bank chose Netusage to provide global WAN visibility.

Like many banks, this bank has a network team responsible for the global network, which consists of many component parts. Due to the nature of networks, they must be highly available, ensuring problems are resolved as quickly as possible. Netusage provides quick problem resolution by providing historic network traffic information in graphical format so that anomalies are easily and quickly identified. The nature of the graphs allow for drill-down to more granular time-periods (daily, hourly, 5-minute time segments), making it easy to identify what application, host or conversation was active at the time and to act accordingly.

"Traditionally, we would commit significant network resource to identifying and resolving problems, and more often than not, could only trace the problem after it had occurred, and not have the data immediately before and during the occurrence of the problem. Now we can usually resolve a problem within a few minutes of it occurring using Netusage Traffic Reporter, saving us much time and effort", says the bank's Senior Network Analyst.

"Not only is it extremely useful for troubleshooting network problems, the data allows us to profile the traffic across our WAN to enable us to be more proactive in future planning our network."

Ease-of-use

The bank have been running Netusage for more than three years and have appliances deployed in the UK, US and Asia to manage their WAN regionally. The simplicity of the charts means that they can provide information to management without the need to 'sanitize' the data within a spreadsheet beforehand. In addition, no prior experience of networks is required to interpret the charts. "We like Netusage because it runs in the background with little network manpower overhead, it's simple to use and does what it says it does!"

Global Support

The network team have no problem providing network visibility across the bank to whoever wants it. As Netusage is browser based, there is a link from the bank's Intranet site for users.

"We actively encourage our IT support staff to familiarise themselves with Netusage Traffic Reporter so they can troubleshoot problems before calling network support. This is not only helpful to the support staff, but it also reduces the number of escalations to the network team. New support staff are shown how to use Traffic Reporter as part of their induction training, and we find this very effective."

Netusage is a standard part of the bank's toolset for supporting IT infrastructure, and the continuous development of the product ensures it remains the tool-of-choice for global environments.

About Apoapsis

Netusage is a division of Apoapsis, a premier network infrastructure consultancy and software solutions company serving Global Fortune 500 companies. The company has specialist experience in global financial, telecommunications and networking arenas. This, together with the software development division, affords Apoapsis a unique insight into enterprise network accountability.

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