

The Best Defense is a Good Offense

AppCritical enables an investment bank's IT team to proactively address network issues

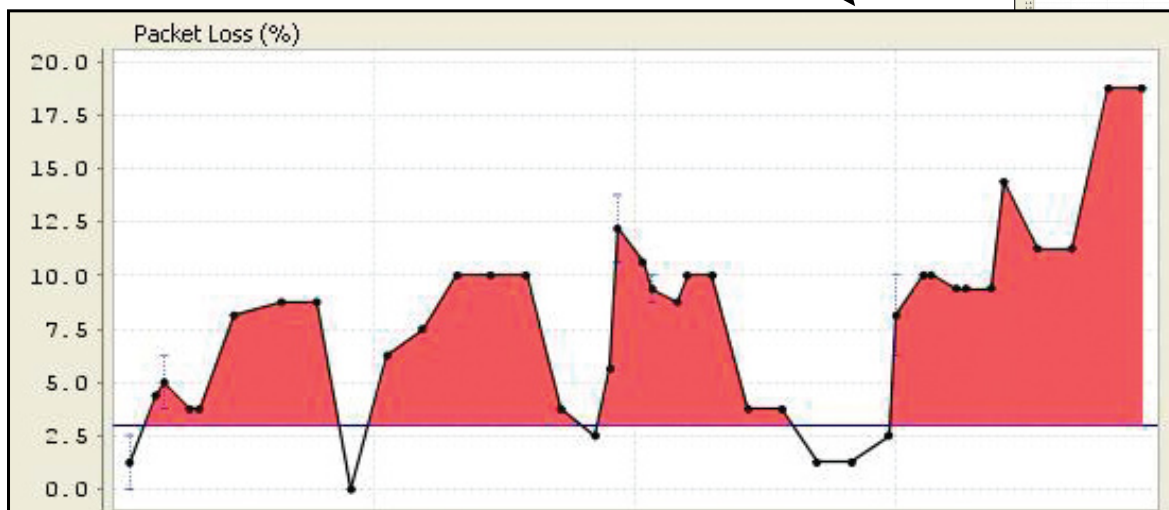
- Deployed AppCritical with active, intelligent monitoring of critical network paths and application delivery performance
- Identified a growing performance issue before it impacted customers or employees
- Enabled IT team to take fast, decisive action to correct the issue and preempt the problem

THE CUSTOMER

This Apparent Network customer is the \$1 billion investment banking subsidiary of one of Canada's top four banks. With about 60,000 employees, the company operates a dozen locations throughout North America and 10 additional offices worldwide. Over a one-year period, the customer had experienced a series of "brownouts"—episodes in which application performance degraded significantly. It was clear to the IT team that their existing tools did not provide the detailed, real-time information they needed to establish a proactive stance on network performance issues.

THE PROBLEM

During deployment of AppCritical, the investment bank's IT team began monitoring the paths that supported critical business applications and linked branches with a central data center. While observing the network path used by a customer-facing online investment application, the team spotted a major performance issue that was progressively deteriorating. AppCritical spotted and alerted the IT team to the escalating rate of packet loss with that application traffic, while the customer's SNMP-based tools remained silent.



AppCritical's unique path-centric network testing and sophisticated analytics spotted the issue – growing packet loss rates stemming from a router that was starting to fail. This early insight into a building issue enabled the IT team to fix it before it caused any business impact.



THE RESOLUTION

AppCritical provided the IT team with a clear graphical depiction of the issue as it was building. One of the IT staff members said it was “like watching a movie of the problem unfolding.”

By providing real-time analysis of the affected path, AppCritical identified the escalating rates of packet loss, identified its location and cause (a particular hop where a specific router was in the process of failing). Armed with that intelligence, the IT team quickly replaced the faltering machine, which completely resolved the issue.

APPCRITICAL'S ACTIVE PATH ANALYSIS

Unlike traditional, device-centric management systems, which only provide data on network availability, AppCritical creates a new, ‘application path’ perspective. This approach focuses on the complete network paths used by application traffic. It looks at how network performance impacts application delivery on an end-to-end basis. By taking this perspective, AppCritical is able to link network performance to the quality of the user experience for all voice, video and data applications.

THE OUTCOME

AppCritical was able to identify and characterize the growing issue, and provide the IT team with suggested corrective actions. This all took place within minutes, and well before the bank’s traditional network management tools knew anything was wrong.

The intelligence delivered by AppCritical enabled the team to accomplish something it had never been able to do before. They found and fixed a network performance issue before it became a problem and before it made any business impact. They became proactive and nipped the problem in the bud.

Their customers who use that online investment application, and their co-workers who manage it, went happily about their business. No upset customers, no angry calls from line-of-business staff, no Help Desk calls, no new trouble tickets opened. Everything running smoothly, just the way the IT team likes it, thanks to AppCritical.



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