

Making IT Better in the Bahamas

Over-utilized circuit to customer's call center in the Bahamas was causing slow response times, application lock-ups and dropped sessions

- AppCritical identified the issue with real-time monitoring, enabling fast and effective remediation
- Circuit upgrade resolved growing problem for customers and staff; now proactively alerts before service quality levels impact customers

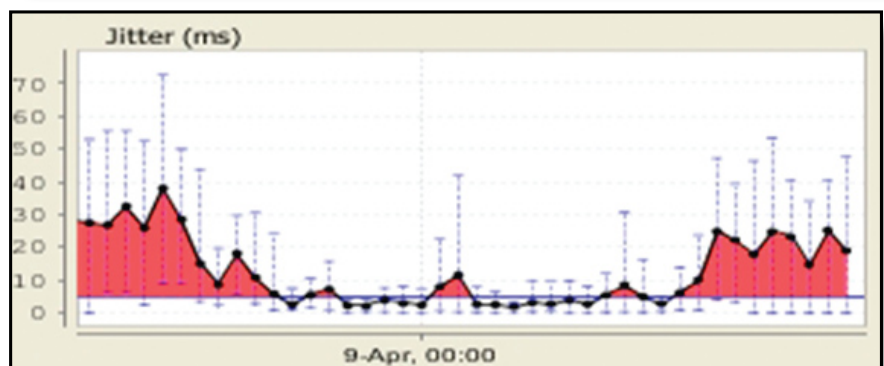
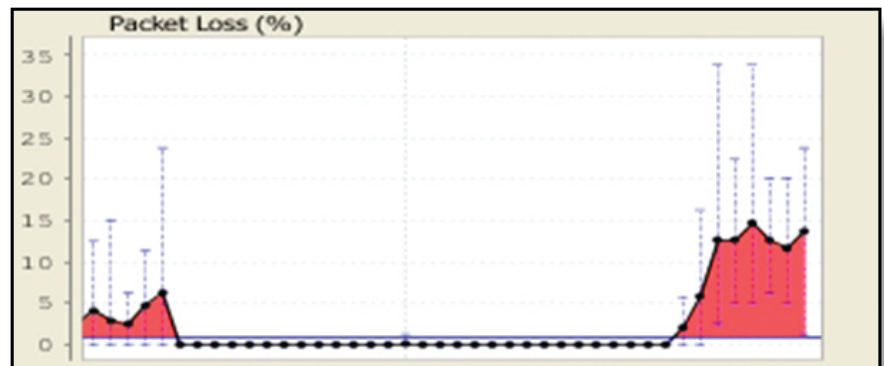
THE CUSTOMER

This Apparent Networks customer is one of Canada's "Big Five" banks. With about 60,000 employees, it provides more than 12 million customers with a full range of personal, commercial, corporate and investment banking services. The customer maintains more than 1,000 branches in Canada. But its hallmark is its strong international focus, with offices in 50 countries, mainly in the Caribbean and Central and South America.

THE PROBLEM

To support its extensive Caribbean operations, the bank operates a large call center in the Bahamas. For access to many corporate IT resources, and for much-needed connectivity to the customer's data center in Toronto, the call center had been relying on a 2 MB circuit. That circuit was getting sporadically overloaded with traffic, at times carrying 99% of its capacity. During these periods, the call center staff and their customers would experience slow response times, dropped sessions and applications locking up.

The bank's IT team knew about the performance problem, but had difficulty determining the exact cause because it was occurring intermittently. This became a recurring issue that was impacting customer satisfaction, employees' productivity and the bank's revenues.



AppCritical's real-time monitoring flagged packet loss and jitter rates exceeding the service quality definitions set by the customer; further analysis identified the over-utilized circuit.



THE RESOLUTION

The bank's IT team turned to AppCritical and its real-time monitoring capabilities and sophisticated analytics to address the problem. They deployed AppCritical and set it to begin monitoring several critical network paths between their Toronto data center and their call center operation in the Bahamas.

Within minutes, AppCritical flagged packet loss and jitter rates that far exceeded the service quality definitions previously set by the customer's IT team and line-of-business colleagues. AppCritical automatically analyzed activity on all the relevant paths and quickly focused on one path that occasionally showed very high utilization rates.

During the next scheduled maintenance window, the customer made a priority upgrade to that circuit, doubling its available bandwidth. This change immediately resolved the performance problems.

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

The issue originated along a network path and not on any particular network device. Also, the performance degradation episodes happened intermittently and were not tied to predictable business patterns like times of day or days of week.

For these reasons, it would have been very difficult and time consuming for the customer's IT team to pin down the problem using traditional network management tools. Those tools showed all networking gear working properly; they gave no visibility into the source or nature of the network performance 'brown-outs'.

With AppCritical, the bank's IT team was able to isolate and analyze the performance problem and take decisive remedial action. Once the network bottleneck was removed, response times were restored to very acceptable levels, Help Desk requests from the call center dropped dramatically, employee productivity got back on track, and the bank's customers enjoyed much improved service levels during their calls.

The bank is now using AppCritical and its real-time monitoring capabilities proactively. They use the solution to continually watch how application traffic is flowing over their critical network paths, and to alert IT teams to potential performance issues before they escalate to the point of impacting the customer's experience or their employees' productivity.

In short, AppCritical helped the bank make IT better in the Bahamas.



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