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PathView microAppliance



AppNeta's PathView microAppliance is a small, zero administration device that remotely tests and troubleshoots complex networks, even through third-party infrastructure.

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Putting Out Network Fires With PathView Cloud

A Customer Case Study of Contra Costa County Fire Department

The Situation

The Contra Costa County Fire Department is a regional fire department in California with 58 stations across the county. The CCCFD IT department manages an organization with more than 400 users and a variety of networks among the locations of the regional stations in the area. Despite limited visibility into these networks, IT Network Manager Ken Crawley is responsible for monitoring and troubleshooting all 58 stations as well as mobile equipment on the fire trucks.

The CCC Fire Department relies on its network for critical computer aided dispatch – the network actually triggers the bells, alerts and engine assignments when an emergency call is placed. Therefore when the devices don't work, there is service failure and a delayed response to the fire.

The Challenge

During the last five years, Crawley has faced increasing challenges around continually monitoring and proactively troubleshooting the network to ensure the fire stations are alerted and activated immediately. Crawley has dealt with network outages, email and internet connectivity issues and, most importantly, failure of the bells and alert system.

In an effort to fix these issues, Crawley hired a network consultant for \$10,000 and purchased a packeteer product for \$35,000. These solutions pointed to issues on the network - but did not lead to anything specific or reliable. With \$45,000 invested in fixing the problem and no answers, Crawley knew he needed to find a tool that would help him and his team solve these serious network issues – quickly.

The Solution

Within minutes of installing PathView Cloud, Crawley said he finally found “exactly what I'm looking for.” Crawley deployed PathView Cloud pointing at routers, switches and IP devices across his networks. He instantly had visibility into the network performance between remote sites – almost 200 mobile targets - 24hrs/7days a week. Crawley realizes the importance of the proactive alerts he receives from PathView Cloud as he is now able to troubleshoot issues before they become serious problems, risking the delay of the Fire Department's response.

About AppNeta

AppNeta delivers instant-value network performance management solutions required to drive exceptional application performance across all data center, cloud, remote office and mobile environments. AppNeta's award-winning PathView Cloud solutions leverage a zero administration, cloud-based service to meet the performance demands of today's distributed network infrastructure and mainstream network-dependent applications including unified communications, cloud services and virtual service delivery. With more than 1,000 customers worldwide, AppNeta provides unmatched performance insight to network engineers and IT outsourcers, enabling predictable and efficient delivery of today's business-critical application services, from wherever they originate to wherever they are consumed.

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The Result

Crawley has seen improved performance across the county stations and particularly at some of his most problematic locations. For example, one station was having serious setbacks with the alert system; with PathView Cloud Crawley quickly saw that a switch was tripping every 30 minutes. He replaced the router and the problem was fixed.

Crawley hopes to expand his use of PathView Cloud in the future by placing PathView Cloud microAppliances on mobile fire department engines for increased remote visibility and analysis of performance.

AppNeta Awards

