



### Company

ATS Automation

### Needs

Managing and monitoring 35+ remote locations

### Results

Better user experience, improved root cause identification

## Automation Leader Monitors Global Presence With AppNeta

ATS Automation is a leader in the tool manufacturing industry, with a data center each in the U.S. and Germany. Network engineer Raj Avinish helps manage and monitor 75 WAN-connected sites globally. The company has AppNeta devices at about 35 or 40 sites to monitor both MPLS circuits and the internet. The remote service providers working at those branches don't usually have IT teams on site.


### The Challenges Solved With AppNeta

#### 1. Improving network performance for end users.

Avinish monitors utilization and round-trip time between the main data center and the remote site where there's a problem or user complaint. "We use the data from AppNeta to see who's using which network connection and what other tools they're using," Avinish says. "We can look at the paths ourselves to get the correct utilization number at that site."

**2. Big-picture look at network.** "I like that we can look at activity over time," Avinish says. "We also use route analysis, and if my route changes, I get notified." They also get reports on route changes and latency or jitter issues.





The network team also started to understand their network infrastructure better with AppNeta. “A lot of our sites move data to the main data center,” says Avinish. “We noticed we were using MPLS for backup, instead of manually putting that data on the internet.” They’ll use SD-WAN to send traffic dynamically to get better use of those connections.

**3. Keeping ISPs honest.** “We do testing on circuits to see what we’re getting from the ISP and if we’re on the internet circuit,” Avinish says. ATS was able to see that they were only getting 10 MG from a provider internet circuit, rather than the 50 MG that was promised. ATS also uses AppNeta to measure QoS markings to ensure they’re being enforced.

**4. Troubleshoot and fix remote location issues.** Without dedicated IT resources on site at remote locations, the network team has to solve problems from afar. “We send an AppNeta device to the location if they don’t have one,” says Avinish. “We put it there for a week to see if there are issues, then fix them.” In one case, the monitoring data showed a bouncing circuit that the ISP solved. This data has helped reduce finger-pointing among various IT teams at ATS.

With an SD-WAN deployment on the horizon and a growing global business, AppNeta has helped this network engineering team keep visibility into remote sites.

## ABOUT APPNETA

AppNeta is the only network performance monitoring solution that delivers deep, actionable, end-to-end network performance data from the end-user perspective. With AppNeta’s SaaS-based solution, IT and Network Ops teams at large, distributed enterprises can quickly pinpoint issues that affect network and business-critical cloud application performance, regardless of where they occur. AppNeta is trusted by some of the biggest Fortune 1000 companies, including 3 out of the 5 largest corporations in the world, as well as 4 out of the 5 largest cloud providers. For more information, visit [www.appneta.com](http://www.appneta.com).

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