

DEFENSE CONTRACTOR KEEPS PROJECT SITE NETWORK RESPONSIVE TO CLIENT NEEDS

Field service calls reduced, MTTR lowered, and end user satisfaction improved

“Using Net Optics Taps, we have dramatically improved remote support capabilities through real-time visibility.”

Multi-station Taps



Industry:
Government

Objective:
Provide non-intrusive visibility into network traffic to support remote diagnostics

Approach:
Tap into the network with Net Optics multi-station fiber and copper Taps

Technology Improvements:

- 100 percent direct in-line traffic visibility in real time without latency or traffic impact
- Deployment of automated tools and control mechanisms
- Ability to troubleshoot and develop solutions remotely

Project Outcomes:

- Frequent resolution of issues before users are impacted
- Reduction in number of field services calls dispatched
- Significantly lowered MTTR
- Improved end user satisfaction

Keeping Defense Personnel Productive

When you’re building a solution to support 40,000 defense personnel from a central command center, you’d better know what’s happening on your network. A mid-size defense contractor was setting up a project, and non-intrusive visibility into network traffic was a top priority.

In this project, it was absolutely critical to ensure the validity of the data traveling on the network, and to deliver time-sensitive information without delays. In previous projects, client complaints were usually handled by local support personnel, who lacked the expertise available at the central command center. There had to be a better way, a 21st century way to manage the network.

Taps to the Rescue

Tap technology provided the answer the contractor was looking for. By deploying Taps as permanent test access ports in critical network links, traffic was instantly and transparently available to be examined by packet analyzers, intrusion detection systems, and application flow analysis tools. Moreover, Taps provided the data in real time, without introducing any latency, and without requiring reconfiguration of Span ports on switches. Taps also enabled other elements such as automated tools and control mechanisms to be integrated in the solution.

Selecting a Vendor

Once it was determined that deploying Tap technology as part of the network infrastructure was the solution they needed, the next step was to select a Tap vendor. This vendor would have to be able to:

- Provide a reliable, efficient solution that was easy to deploy
- Deliver on time to support the project schedule
- Meet cost objectives

The solution proposed by the vendor would have to improve end user satisfaction, increase IT efficiency and productivity, and add value to the contractor’s services. The business reputation of the vendor was also an issue.

The Net Optics Solution

Net Optics proposed to meet the contractor’s needs with its family of multi-station fiber and copper Network Taps. With models supporting up to 20 10/100 copper links and 6 singlemode or multimode Gigabit fiber links in a 1U 19-inch rack-mount chassis, the Net Optics solution was efficient in rack space and power consumption, and offered a low cost-per-port.

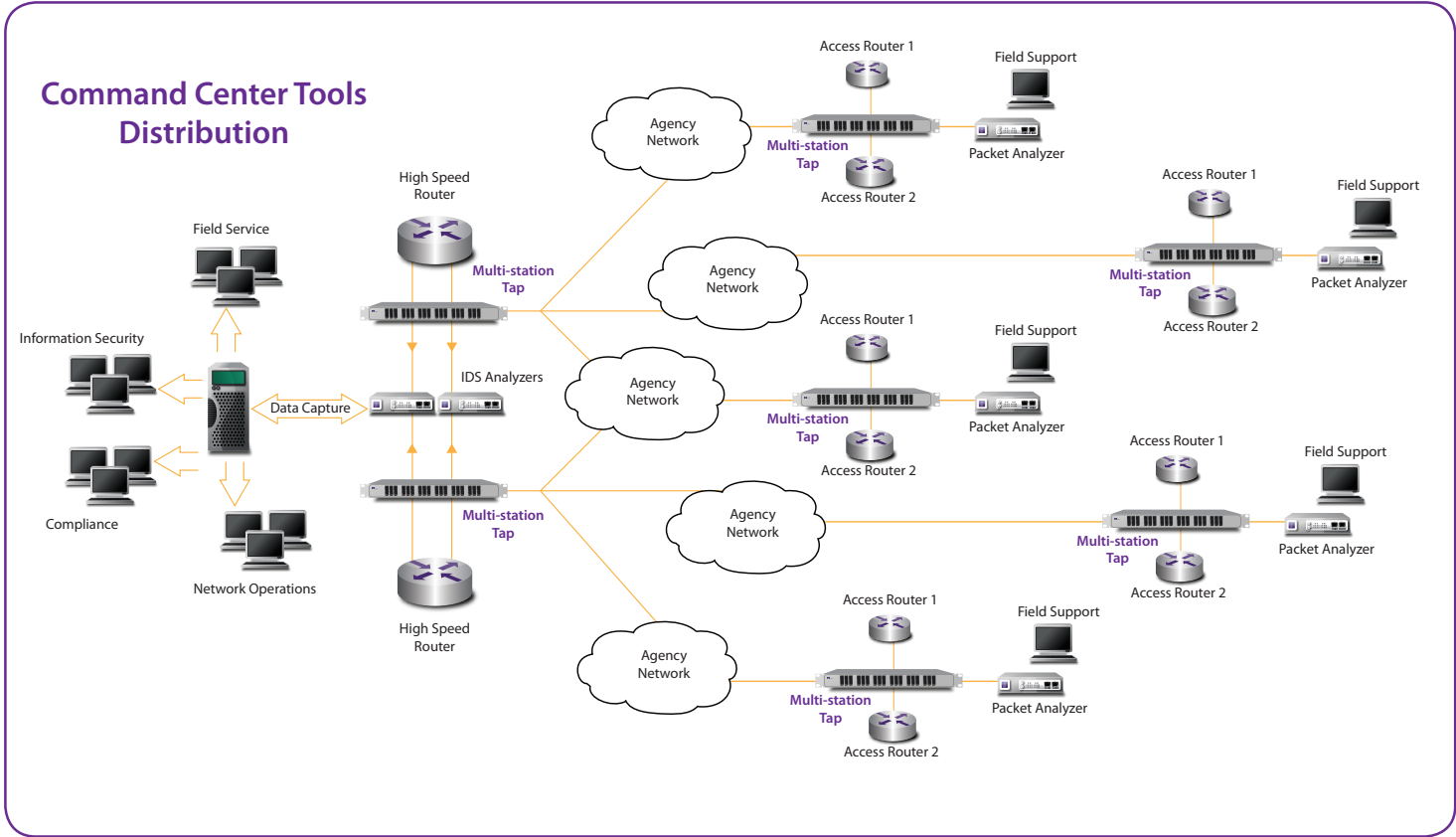
In addition to the right products, the Net Optics long track record of delivering innovative Tap solutions, and their reputation for reliable products and first-rate customer service, more than satisfied the contractor’s criteria in these areas. The fact that Net Optics builds and ships all of its products from its Santa Clara, CA, headquarters also reassured the

contractor that the company would be able to meet the project schedule objectives. Net Optics was the clear choice to win the business.

Delivering Business Value

With Net Optics multi-station Taps deployed as part of the project's network infrastructure, network administrators were pleased to have instant access to all of the network traffic. The contractor also found that the solution provided superior capability for remote network management. They commented,

"We would recommend the Net Optics solutions deployed here for similar projects, without question."



"Using Taps, we have dramatically improved remote support capabilities through real-time visibility. The automated tools and control mechanisms we were able to deploy allow us to troubleshoot and develop solutions remotely, often times before users experience significant impact."

Due to the solution's excellent remote support capabilities, the contractor was able to reduce the number of field service calls dispatched, saving technician time and travel expenses. Better still, a significantly lower mean-time-to-repair (MTTR) meant the defense personnel at the remote project site experienced more network and application uptime and responsiveness, which increased their satisfaction with the contractor's services.

"We would recommend the Net Optics solutions deployed here for similar projects, without question," the project leader concluded.

To learn more, visit www.netoptics.com

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