CONTINUOUS PROACTIVE BANDWIDTH MONITORING

Conducting business from hundreds of remote locations on a daily basis is an imperative for today's mobile workforce, who access multiple data center locations and cloud based services, all over the same access link. However user experience is an ongoing issue because uplink and downlink speed per location varies greatly, so do SLAs from ISPs.

Using Hawkeye, network infrastructure teams can conduct specific active bandwidth measurements around the clock to understand the peaks and troughs of bandwidth availability and raise any alerts if services are not getting sufficient bandwidth.

Key Benefits

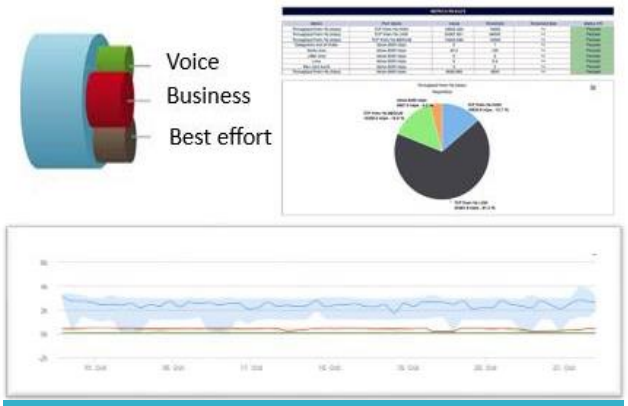
- Learn about remote site available bandwidth
- Challenge service providers on their SLA
- Proactive detection of network degradations with potential business impact
- Provide dashboards of network health

Business Case

With insufficient bandwidth, all business applications suffer. It also creates operational inefficiencies with lost time and dissatisfaction from users, particularly in remote offices where IT support is not readily available.

Recommended Solution

- Create specific bandwidth monitoring checks from each location, with specific uplink and downlink targets using active network instrumentation that marks traffic with QoS
- Use turnkey probes or Hawkeye performance software agents deployed "anywhere"
- Measure bandwidth on an automated interval schedule and create thresholds for clear upfront insight into bandwidth availability around the clock
- Set up reporting and alerts to network operations and existing remediation systems
- View historical trending with the ability to "go back" X days ago to ascertain trends from network changes or services that can be a cause for over-consumption of network bandwidth



Run bandwidth test verifications and assess available bandwidth over time with COS repartition

Business Outcomes

Proactive monitoring of bandwidth from each location to any Internet destination greatly improves the posture of IT staff readiness to respond to issues.

- Learn about how bandwidth availability cycles by time of day or day of the week with active traffic injection
- Stay ahead of issues that happen "at night" where passive monitoring tools do not help
- Improve response time and employee satisfaction by providing reliable network access

"Being able to see how bandwidth availability fluctuates throughout the day and day of the week has given us enough to know with certainty what sites need upgrades to meet business needs, while continuously challenging our ISP to deliver the speeds guaranteed in our SLA"