

## S U M M A R Y

### The enterprise

ARS Altmann is a leading European automobile logistics business, based in Germany, with 800 staff spread over 16 logistics centers.

### The challenge

To deliver on the required service level guarantee for the performance of a business critical vehicle booking system that uses handheld scanners in each logistic centre for vehicle in / out transactions transmitted to the central system using VPN connections.

### The NetPriva solution

NetPriva's German partner EDV Beratung providing a consultative engagement with ARS Altmann followed by implementation of NetPriva to monitor and protect the performance of the vehicle booking system over the network.

### The results

Complete visibility into and control of the flow of the vehicle booking transactions over the network to meet service level requirements.

### ARS Altmann also found

Ways to measure and improve development of the booking system for use of bandwidth capacity.

### The return on investment

Improved business critical application performance without the need to increase network infrastructure.

## NetPriva assures scanner performance

ARS Altmann uses IBM iSeries systems in its central data management department with customized vehicle booking system software. High availability of the iSeries, and its applications and data is business critical for ARS Altmann, as is the availability of the VPN to connect all branches to ARS Altmann's head quarters.

All incoming and outgoing vehicle transactions are processed using a handheld scanner in each warehouse. The data scanned by these wireless scanners are transferred immediately to head quarters. These are key transactions for reporting requirements and as such must be 100% guaranteed to have the highest priority of all transactions on the network.

Previously there was no guarantee regarding the availability of the bandwidth for these transactions, and there were no service level agreements to meet the needs of such critical business transactions.

### Bandwidth and how it was consumed was one of the mysterious network factors at ARS Altmann.

- How could we guarantee fast delivery of the vehicle data?
- Was the VPN concept really the right decision for us?
- Does the bandwidth to the branches really meet our needs?
- Do configuration and other errors in software development cause network performance problems and impact best use of our bandwidth?
- How could we prove that programming errors are responsible for excessively high transaction response times?

These were just some of the questions Mr Laubsch of ARS Altmann wanted answers to!

NetPriva was represented by Mr Hermann Wagner of EDV Beratung:

"Mr. Wagner told Mr Laubsch about an application that would enable us to have visibility on the use of our bandwidth and monitor how our applications made use of our expensive network links. Not only monitoring, but this application could shape our traffic too, meaning it could be organized in line with ARS Altmann's business priorities. Sounds good but what is the catch?" was Mr Laubsch's first reaction. However during and following the evaluation of NetPriva, Mr Laubsch came to realize:

### NetPriva provides an immediate or "real time" view of applications using bandwidth on your links.

- "Who is polling every second?"

## Key NetPriva features and benefits

### Instant visibility

*Per second* visibility of traffic flows by application, user and URL. Provides cost effective software tools for responsive support to users suffering from slow response times.

### Instant analysis

Instant drill down facilities into *per second* real time and historical network flow data supports fast troubleshooting and resolution of network performance issues. Increases user productivity and improves customer service.

### Instant control

Instant (on demand) policy based allocation of the bandwidth required by a business critical application or user for consistent response time. Provides automatic *proactive* control to ensure application response times and user productivity are consistently maintained.

### Enterprise wide

NetPriva is economical for *all* locations and users.

### Citrix Accelerator

NetPriva improves Citrix performance through ICA channel traffic management.

### MPLS Extender

NetPriva extends MPLS Class of Service (CoS) control to network end points (desktops).

Mr Laubsch immediately made some screen prints of the NetPriva analysis data and sent them to ARS Altmann's software development company responsible for time stamping Terminal traffic with the comment to stop useless polling to the servers. "We were paying for every byte going through the VPN tunnel. I soon learnt which ports were important to our business and which ones were not," said Mr Laubsch

- "What's that traffic during the night??? . . . Our security company uses the Internet during their nightshift . . . For what?! – Well, now we know ☺!!"
- "Our major partner for software and hardware components does not specialize in networking. Every time we want to have new functions and features they are very unsure if our bandwidth is appropriate and how it could be measured. In cases of slow speeds for new transactions they pointed to the lack of bandwidth. But now we know; there is not much important traffic running on the links and there is lots of space for new functions. It's great that it is so easy to look into the traffic on the link"

**"We now know about and can organize the traffic and usage priorities on our VPN network!"**

**NetPriva is a "Turbo" tool for business critical applications and costs savings.**

Beside the analysis and monitoring capabilities of NetPriva which were the key features to assist to reduce the VPN bandwidth costs at ARS Altmann, NetPriva also provides additional benefits. Since implementing the NetPriva shaping functionality ARS Altmann can guarantee the performance and prioritization of their business critical applications. Now the vehicle data traffic scanned by the wireless scanner runs with the highest priority and highest performance through the VPN to the iSeries. There are several important applications each with different levels of business priority. "To configure NetPriva to fit the business process is very simple," says Mr Laubsch.

"We definitely do not need higher bandwidth or faster links. Less important broadcasts and other traffic volume consuming application are now configured correctly. And the business critical applications run over the network with superior performance because of their priority."

NetPriva will provide additional benefits for ARS Altmann in the near future. ARS Altmann is a very innovative company and is now planning new IT projects including new CRM and CTI applications. The implementation of an Intranet Portal is also on the new projects list. "All these new applications need to be catered for at the same time as current applications during each day. This means we must make sure the business critical daily traffic has highest priority on the links – this is no problem with NetPriva. Following successful roll-out of these new applications, it will be very important to guarantee SLAs for them and the potential of QoS for VoIP makes NetPriva my favorite BMS".