

S U M M A R Y

The enterprise

Adecco is a major international recruitment firm, employing 600 people in Australia and around 28,000 worldwide.

The challenge

To deliver on network service level agreements.
To protect the business from network crippling virus attacks.

The NetPriva solution

A consultative engagement with the customer.
The implementation of NP to monitor and protect the performance of key business applications.

The results

A complete business needs analysis and how results would be measured.
Adaptive control over application performance in line with changing business requirements.
Elimination of the effects of virus attacks.

Adecco also found

They were being short changed in bandwidth capacity

The return on investment

Immediate rebates for undelivered capacity.
Improved application performance and increased user productivity.
Elimination of the disruptive cost of virus attacks.

NetPriva delivers the results at Adecco

Adecco used NetPriva to immediately save thousands of dollars in telecommunications costs and contain virus attacks that were crippling the mission critical system underpinning its recruitment business.

Adecco manages eight brands, providing services across the whole recruitment spectrum, including blue collar, administration, specialized markets such as engineers, accountants, and executives, as well as outplacement.

Adecco selected NetPriva Edge Appliance Software running on a commodity server to manage links between Melbourne head office and branch offices in every State and Territory and New Zealand.

A five person support team in Sydney looks after Lotus Notes, workflow, email, intranet, in-house developed systems, and PeopleSoft running on an Oracle database.

Before using the NetPriva solution, Adecco had used a Packeteer PackerShaper appliance limited to 2MB. According to IT operations Manager, Dominic Panzera,

“We needed to increase capacity to 4MB but we would have had to buy a brand new device.”

Through Adecco’s consulting partner, Ajilon, the company embarked on a NetPriva process to align the network to the business and through that to identify the issues and formulate a business needs analysis for application traffic management.

“The process pinpointed the areas that needed improvement and provided a complete business needs analysis and how we would measure results,” Mr Panzera said. “We decided NetPriva was the better product.

“We liked the ability of NP to monitor as well as shape. The fact that there’s real-time monitoring was a bonus. NP’s easy to use and easy to configure.”

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. Reduces down time and IT support costs.

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.

MPLS Extender

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

"We were able to provide convincing evidence to claim a rebate from our telco providers. NP makes it easy to monitor service level agreements. Now we pay for the amount of bandwidth we're getting."

A highlight of the implementation phase was discovering that NetPriva is also useful in finding the source of viruses.

"We had a NETSKI virus attack and we were able to pinpoint which machines were talking on particular ports and put an end to it quickly," Mr Panzera said.

The NetPriva tool set has become the first port of call when a branch complains about network or application performance.

"We know what kinds of traffic are restricting unimportant traffic. We have the kind of visibility we need to address business problems and we can pinpoint the type of traffic and applications that are bandwidth-hungry, then finetune them."

Adecco CIO, Andy Smith, said that the Ajilon/NetPriva consultative engagement was instrumental in the improved outcomes.

"They were focused on the key business objectives right from the start," Mr Smith said. "NetPriva qualified our requirements. The whole process including the business staff participation and training played a big part in bringing benefits at an early stage.

Adecco's business priorities vary on a day-to-day basis. Mr Smith said that the company needed an approach that can be adapted to changing business drivers.

"Payroll process is critical to the Adecco business," he said.

"NetPriva ensures the best possible throughput based on a fixed schedule, but more importantly allows on-the-fly tuning should intervention be required."

"Even with the wins to-date, we know the real benefits are still to come. For example, we are looking forward to the improvement in performance with some of our externally hosted internet applications."