

S U M M A R Y

The enterprise

BG Phoenics is Germany's premier IT Service Provider for "Work Cover" and similar social services associations and organisations

The challenge

To deliver on network service level agreements for the business critical applications running under Citrix, and to avoid high network infrastructure costs.

The NetPriva solution

Real time visibility of all network traffic and control policies to guarantee bandwidth to the business critical applications using NetPriva, in particular those running under Citrix.

The results

No network delays for users in remote offices using their key applications. Effective management of bandwidth costs. Ability to rapidly meet changing business requirements.

BG Phoenics also found

NetPriva Quality of Service (QoS) proved more effective than compression tools in assuring that the right bandwidth is provided to the right applications.

The return on investment

Substantial savings in bandwidth costs. Improved customer service.

NetPriva saves money at BG Phoenics

With many years of experience in IT projects and an intimate understanding of this social services sector, BG Phoenics implements, operates and services mission critical business applications for their clients using the most modern technologies.

Through two data-centres situated in Munich, BG Phoenics provides business application computer and network management services for over 130 customer locations with over 10,000 "Work Cover" clients countrywide. Citrix MetaFrame servers are located at the data centre, which are connected via a wide area network (WAN) to regional administrative offices.

From the project outset it was decided that the roll-out of applications over the WAN would have to be supported by a bandwidth management tool to avoid the high costs of bandwidth resources to adequately service the business critical applications.

Staff productivity in the regional administrative offices depends on immediate user response time for the applications that use the Citrix ICA network facility. ICA traffic must be treated with priority. In addition, and particularly in the morning when most users are logging on to the network, the central DHCP servers must provide these remote system users with IP addresses as a matter of maximum priority.

In order to meet these customer requirements, BG Phoenics looked for the appropriate bandwidth management product.

In addition to NetPriva, one other traffic shaper and a caching product were extensively tested and the pros and cons compared. The decision went in favour of NetPriva.

BG Phoenics valued the instant visibility on their network provided by the unique real time "at the second" monitoring capability of NetPriva and being able to drill down on statistics in real-time. The ease of access and interpretation of statistics provided by the NetPriva engine was extremely important. Another positive consideration was that Econtec GmbH a long-time systems partner of BG Phoenics was an accredited NetPriva partner

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).

The costs of NetPriva compared favourably with

alternative bandwidth management solutions. Using a low-cost commodity server NetPriva can control network traffic performance at up to 155Mbit/sec.

“Configuration and administration of NetPriva is easily done”

says Mr Andreas Hoess, the responsible project leader in the Network Management department of BG Phoenixics. “Our requirements were immediately satisfied through implementing NetPriva. During a meeting with colleagues from other BG sites I just started my notebook via ISDN and could show the bandwidth usage of all other BG administrative offices over the NP Console in real-time!”. The question put to Mr. Hoess was whether the telecom provider does not already offer this function as standard. Mr. Hoess smiled and said: “There is no chance of obtaining such quality and speed of network performance through the telecom provider. Attempting to use routers for QoS or bandwidth management is impractical for IT and network administrators. Besides, they have too many other things to do!”

The NetPriva solution handles bandwidth in a dynamic manner. NetPriva is able to react to changing volume of bandwidth within milliseconds. Hence if the telecom provider applies a burst rate to the customer - NetPriva will allocate extra bandwidth to the configured channels immediately.

The implementation of NetPriva enabled each Citrix ICA linked regional office user to work on a high performance desktop without experiencing any network delays. In addition, laptop-users are assured of good performance for their business critical ICA sessions even while they also do file transfers to headquarters.

“This solution saves our clients lots of money, as only the necessary minimum bandwidth needs to be leased while the business critical application performance remains protected at all times”.

“We were unable to achieve that with even the best of the compression systems – which we also tested in parallel to NetPriva. There is a need to prioritise traffic - not just compressing or caching it” said Mr Hoess.

However, it’s not only the product NP that makes Mr Hoess happy. “The NetPriva team really listens to the customer and is flexible in terms of adding functionality or including new features. Some of my suggestions I found already implemented in the next product release.