

SUMMARY

The enterprise

Belkin Corporation is a privately held company headquartered in California with more than 1300 employees. The company supplies a wide range of connectivity products worldwide with offices in Europe, Asia, and Australia.

The challenge

To gain visibility into how each key business application uses the WAN and its capacity requirements.

The NetPriva solution

The deployment of NetPriva in Belkin's remote office locations worldwide to monitor the performance of key business applications.

The results

A degree of visibility into our business-critical applications that was not possible before and which enabled Belkin to take corrective action where required. Having the right tools to measure and manage network performance.

On going plans

To implement NetPriva's policy based control to protect the key application traffic and guarantee it the required bandwidth over the WAN.

The return on investment

Improved user productivity in Belkin's world wide locations and improved help desk call closure rates and times.

Belkin gets visibility into the cables

Belkin Corporation is the global leader in connectivity solutions for the computer and consumer electronics user. Since its inception in 1983, Belkin has enjoyed over 20 consecutive years of dramatic growth with gross sales exceeding \$850 million worldwide in 2005.

Belkin operates a wide area network (WAN) linking some 13 locations world wide. Users in those locations depend on their systems for transacting the day to day business of the company and need good response system times no matter how remote they may be.

Links servicing some international locations, such as Australia and China, are still slow and expensive compared with the US.

While there are new services in the US it is still the case that the end users depend on the last mile connection into their office for critical business application performance. Further new applications, such as VoIP, place new demands on the network.

This requires visibility into how each of the key applications use the WAN in order to ensure there is sufficient bandwidth for them to operate and respond to users in a timely manner.

The NetPriva suite of network performance management tools has provided Belkin with instant visibility into remote locations. Capacity requirements are now well understood. "What you can't measure you can't manage", said Jeff Salisbury, Network Infrastructure and Security Manager at Belkin.

"NetPriva has provided us with the degree of visibility into our business-critical applications that was not possible before and which has enabled us to take corrective action where required, he said. "And we intend to extend the benefits with proactive control over key business traffic using NetPriva's policy features to protect the key application traffic and guarantee it the required bandwidth over the WAN.

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).

"We are now able to be more responsive to our users and help desk calls about response time issues are being closed off more quickly with a better reaction from end users," Salisbury stated.

Belkin expects the NetPriva tools to cope well with planned growth in locations and network traffic.

According to Salisbury, "Once we deploy policies to control and guarantee WAN bandwidth for our key applications we believe we will be delivering the best possible service to our users."

"We have also been very happy with the technical support from NetPriva", Salisbury concluded.