

S U M M A R Y

The enterprise

Capita is the UK's leading supplier of information management systems to the Education Sector and Children's Services Divisions within local authorities.

The challenge

To prioritise their fault reporting software and web services over their general traffic.

The NetPriva solution

The implementation of NetPriva gateways to monitor and protect the performance of key business applications.

The results

The ability to allow the SQL services and the web services sufficient bandwidth so as not to be compromised and also have the ability to restrict unwanted traffic.

Capita also found

That bandwidth was being used by non critical applications at peak times.

The return on investment

Implementation allowed better use of their existing links negating the necessity to increase the bandwidth at great expense.

NetPriva Manages Time Dependant Applications for Capita

For 21 years Capita has been the UK's leading supplier of information management systems to the Education Sector and Children's Services Divisions within local authorities. They are committed to establishing long-term partnerships, and provide a wide range of services to continually support local authorities and educational establishments, to ensure they get the most out of their investment. Capita provides a range of software and services to over 22,000 schools, 126 local authorities and many further and higher education institutions to meet their information management and administrative needs.

All of Capita's regional offices are connected together allowing central management of their fault reporting system. This system is critical to Capita as a means of providing a guaranteed service to the local authority.

Capita had used Packeteer, PacketShaper appliances for many years to monitor and shape their WAN traffic but when they were due to upgrade them they took the opportunity to investigate the marketplace for an alternative solution. A conversation about NetPriva followed by an evaluation of the NetPriva EdgeAS software was enough to convince Capita that NetPriva was the more desirable option, based both on price and performance.

David Feehan IT Services Manager at Capita said "installation of the software was very straight forward and after familiarising ourselves with the intuitive front-end NetPriva was implemented and used immediately to see what was happening on the WAN". With the improved visibility they were then able to identify what traffic was being generated and by whom.

"We were up and running within 10 minutes of taking it out of the box."

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).

One of the main benefits of NetPriva has been that through pattern matching the traffic on certain sites they have been able to establish what processes are using bandwidth at peak times and then assess whether these processes could be done at quieter times, such as copying data files which is now done at night and not first thing in the morning.

“NetPriva allowed us to use our existing bandwidth more effectively eliminating the need for expensive upgrades.”

NetPriva allows control over the amount of bandwidth that is allocated to critical applications. NetPriva gives Capita the ability to guarantee bandwidth to the traffic that is important to their business such as their web services and their SQL fault reporting system. It also allows them to restrict the traffic that ‘creeps’ up unaware across their WAN links such as FTP between sites and HTTP.

With their email server being hosted off-site an additional benefit has been the ability to ‘shut the door’ on the circulation of unwelcome mail with large files attached. The traffic profile they have in place guarantees that the WAN links aren’t flooded by this at the expense of their important traffic.

“The monitoring and reporting within NetPriva allowed us to prove technical issues on the WAN.”

Capita already had data acceleration in place but NetPriva has allowed them more control over their traffic and also gives them the tools to interrogate their traffic, even historically, right down to per second granularity so that they can identify issues on their network and then resolve them by editing the traffic profile.

“The solution has proved to be as effective as we had hoped for and at a much lower cost than our previous solution.”