

## S U M M A R Y

### The enterprise

Santos is an Australian based oil and gas producer with assets of over A\$5 billion and annual oil production of around 55 million barrels. Santos sells oil and liquids to domestic and international customers.

### The challenge

To improve response for users. To gain visibility into how each key business application uses the WAN and its capacity requirements, in order to make "fact based" infrastructure procurement decisions.

### The NetPriva solution

Deployment of NetPriva to monitor and control the performance of key business applications in twenty remote Santos sites.

### The results

Improved response for key business applications, plus unprecedented visibility for network capacity planning.

### Santos also found

The Communication Services team has been freed to focus on strategic business issues and pursue the company vision of relentless improvement and customer service.

### The return on investment

Reduction of bandwidth costs and avoidance of bandwidth upgrade costs (significant on costly international links).

## Santos Beats "Bandwidth Bracket Creep"

An application performance monitoring and management system from NetPriva has become a major operational cost saver for leading Australian energy company Santos Limited.

An oil and gas producer with assets of over A\$5 billion and annual oil production of around 55 million barrels, Santos sells oil and liquids to domestic and international customers.

The company depends on its wide area network (WAN) and Telstra's IP network for communication between its headquarters, and site offices. It also operates a virtual private network (VPN) to Jakarta in Indonesia, and Houston, Texas.

*Before NetPriva, the Communication Services team was frustrated by its lack of ability to demonstrate and control how bandwidth was being used throughout the company.*

"The reaction to any application response issue was to demand more bandwidth and without any evidence to the contrary it was a hard demand to counter."

A 4MB service between Adelaide and Brisbane, was heavily used for a wide variety of IT purposes. It was an expensive pipeline and a particularly troublesome link.

*"Users were frequently complaining about application response times,"* Communication Services Co-Ordinator, Mr Lloyd Binns said. "We believed this was because a lot of low priority and 'bursty' activity was slowing down critical business applications. But, because we couldn't graphically demonstrate it, we came under pressure to double the link to 8MB at considerable added expense.

The issue starkly highlighted the need for a way to "get inside" the network to view the source of problems and gather the facts on which to base procurement decisions.

As the solution, Santos chose NetPriva Edge Appliance Software that could be used on regular commodity servers to provide an all-in-one monitoring and policy-based management service.

## 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).

NetPriva does this by automatically giving critical applications as much bandwidth as necessary for smooth operation in real time, while optimizing the performance for remaining services.

Because Santos supports its own infrastructure, it has a much higher level of in-house networking expertise and selected to set its own policies. This turned out to be less than a day's work for 20 sites.

"NetPriva' technical support was invaluable - they would be on call as soon as we had a headache of any description. But once you understand the logic of what you're doing and someone can explain the topology of the network, using NetPriva is not a great mind bender."

The NetPriva solution began to show its value in numerous ways, some of them unexpected. "We were able to reduce the Brisbane link from 8MB to 4MB, saving a very significant amount in bandwidth rental costs," Mr Binns said.

Significantly, NetPriva gives us unprecedented visibility of the network, the ability to diagnose problems quickly, and an automated, real-time way to solve them.

There were a number of occasions when bandwidth increases were avoided simply by having the awareness provided by the real time, 1 second granularity bandwidth usage reports

Santos' Communication Services team has set default policies to ensure unsanctioned traffic has zero impact, and sets new policies to guarantee service each time a new application is implemented.

***"We have a better understanding of how the network's used and that's reduced costs and stress all round. NetPriva has empowered us to confidently respond to changing business needs."***

In general, the Communication Services team has been freed to focus on strategic business issues and pursue the company vision of relentless improvement and customer service.

"Internet bandwidth is another area that was experiencing uncontrolled growth and we didn't know why," Mr Binns said.

"Now we can use just as much as we need and service our overseas VPNs more effectively by prioritizing our applications in front of email, for instance."