



iTrinegy NE-ONE Profiler enables easy network troubleshooting and reporting for Mayflex

The Customer

Mayflex is a leading distributor of converged IP solutions including infrastructure, networking and electronic security solutions. Their specialist knowledge and experience bring together ‘best-in-class’ infrastructure, networking and electronic security solutions to create a compatible, feature-rich, value for money offering to meet the demanding needs of business types and sizes across all sectors.

The Problem

During the past few years Mayflex’s business had significantly grown and consequently so had its IT operations. The business now supports over 200 users accessing applications hosted across 70 servers located in the UK. Furthermore, the expansion included the opening of a new office in Dubai which is connected by a WAN to the UK servers.

During the period of rapid growth some users had experienced ad-hoc application performance issues. Martyn Basset, Mayflex’s Network Support Analyst said, “Incidents were very difficult to analyse as they would happen infrequently and there was no way of going back in time to identify the root cause of the problem. Using packet captures and tools like Wireshark were too complex and were not practical. We decided to research the marketplace for a tool that could provide visibility across the network enabling us to quickly identify the cause of a performance issue”.

The Requirements

Before the research commenced Martyn identified some key success criteria for a solution including:

- The tool must be easy to set up, use and maintain.
- If a problem happened when Martyn was away from the office then it must be possible to go back in time to analyse what happened.
- It must be easy to filter the data and drill-down into a particular server, user, application for a specific date and time range.
- The solution should be customisable so that different IT users could have different views of the data.
- The solution must be cost effective for an SME

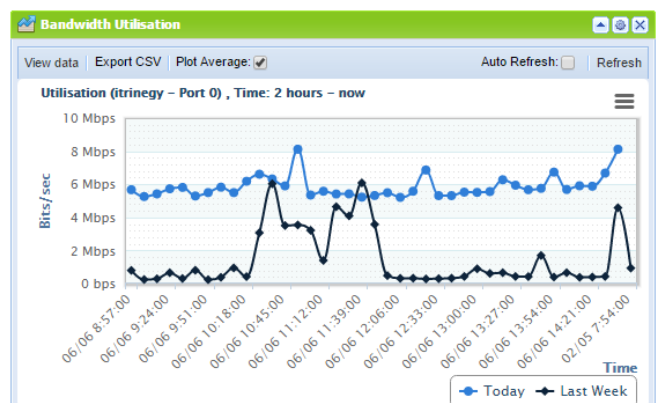
The Solution

Initial research on the internet resulted in a plethora of possible solutions ranging from free tools through to enterprise-class solutions. However one solution stood out from the others. Martyn comments, “We searched the internet and found there were very few solutions that provided a fast and easy way to identify application performance issues at a reasonable price until we came across the iTrinegy NE-ONE Profiler product”.



After evaluating NE-ONE Flex Profiler (the virtual appliance version), Mayflex went on to purchase the hardware (desktop) appliance for ongoing network profiling

Martyn downloaded the NE-ONE Flex Profiler and installed it in the Mayflex VMware virtualised environment. “After 15 minutes of connecting the Profiler to a mirror port we could easily see the network utilisation, top users and what the network was being used for. Using Profiler we also identified one machine which was infected with a Trojan and was sending Spam messages over our network!”



Bandwidth Utilisation comparing the last two hours with the same time the previous week.

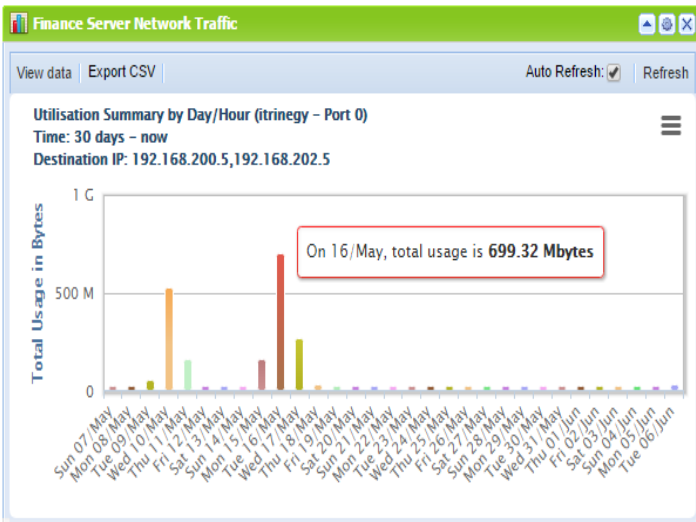
The Benefits

Today, Mayflex is using the NE-ONE Profiler to continually provide insight across the LAN and WAN including the circuit to Dubai. "Being able to quickly identify application performance issues using the NE-ONE Profiler has saved us countless hours instead of wading through packet capture files. The relatively small investment has paid for itself many times over and we continue to use Profiler to understand and optimize our network".

Martyn concludes, "Mayflex's future strategy includes the implementation of Office 365, unified messaging and other cloud based solutions where we will use the NE-ONE Profiler to understand application performance across the cloud."

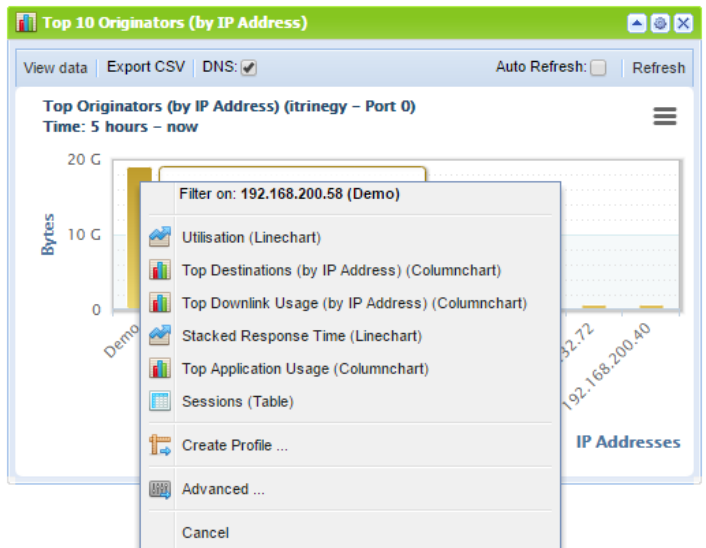
The following screenshots are examples of the Dashboards and Widgets that the Profiler provides.

Network Traffic



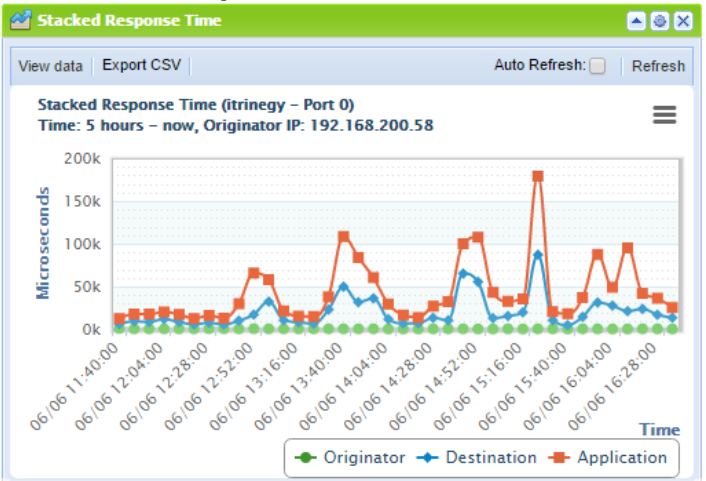
Network Traffic widget showing volume of data transferred to the Finance Server for the last 30 days

Top 10 Originators



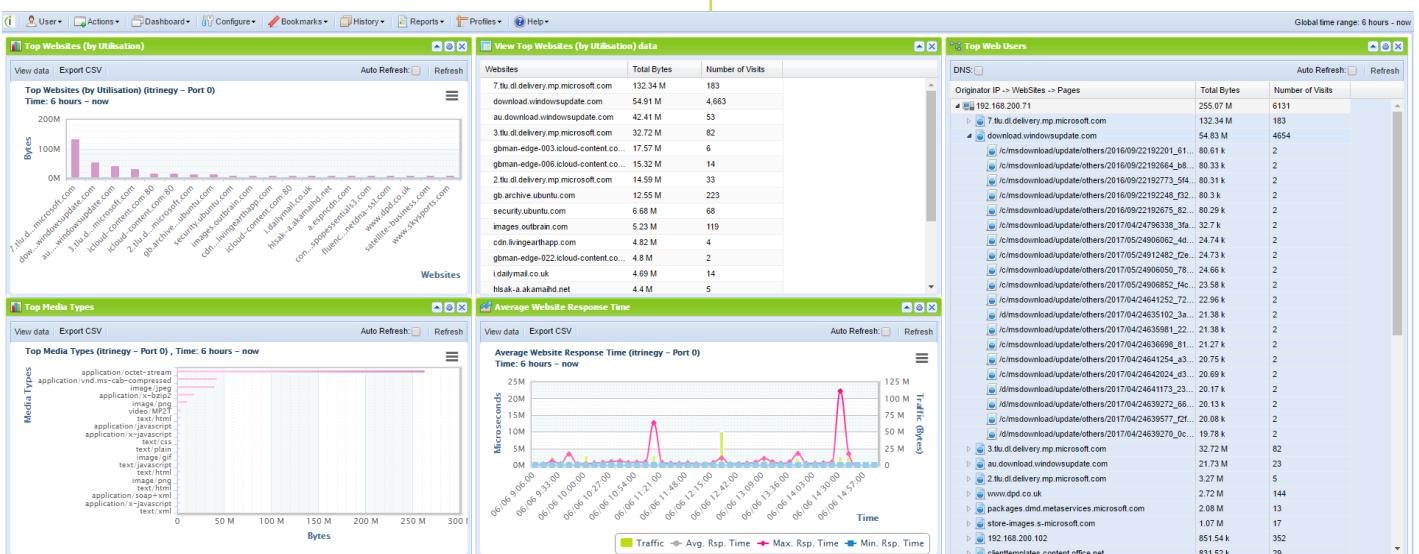
Top 10 Originators widget showing click through options to drill-down into further information.

Stacked Response Time



Stacked Response Time widget, created by the click-through on the above widget, indicating where the delay is.

Web Site Dashboard



Web Site Dashboard providing visibility of web sites visited, response times, volume of data transferred and media types for the past six hours. All dashboards and widgets are fully customisable.