

CASE
STUDY

NETWORK PERFORMANCE

A Digital Technology & Design Company

Uncovering Hidden Network Issues in a Work-From-Home World



CHALLENGE

A mid-sized Digital Technology & Design company with a traditional network monitoring setup, following the shift to a work-from-home model due to COVID-19, employees began experiencing significant performance issues when accessing applications hosted in the company's data center. These issues included slow loading times, frequent disconnections, and overall sluggishness. The company's existing network monitoring tools were not providing clear insights into the root cause of the problem.

Traditional Monitoring Shortcomings:

Limited Visibility: Traditional tools often focus on device health and basic network activity, lacking WAN link performance monitoring to identify complex routing issues or traffic patterns.

Reactive Approach: These tools primarily alert after issues occur, making it challenging to proactively identify and prevent performance degradation.

Manual Analysis: Troubleshooting relies heavily on manual analysis of data, which can be time-consuming and prone to human error.

SOLUTION

The company decided to implement UTORA, a network visibility platform, to gain deeper visibility into their network performance. UTORA's capabilities proved invaluable in resolving the performance issues.

Traffic Pattern & Metrics: UTORA continuously sent synthetic traffic to UTORA's public cloud agents and captured the WAN link traffic patterns and link metrics.

Metric Correlation: UTORA correlated network metrics, revealing critical insights. Frequent packet drops, link flaps (repeated up/down connections), and inefficient routing paths were identified.

Dual Internet Link Underperformance: UTORA's analysis pinpointed that both redundant internet connections were not performing optimally. This explained why even with redundancy, users still experienced slowness.

While traditional network monitoring tools focus solely on individual device performance metrics, UTORA goes beyond. It captures both device and link metrics, then correlates them to reveal hidden network performance issues.

BENEFITS

By leveraging UTORA's network automation and in-depth analysis capabilities, the Digital Technology Company:

Identified Hidden Issues: Uncovered the root cause of the performance degradation, inefficient routing & underperforming internet connections which was never alerted by existing tool.

Improved User Experience: After resolving the network issues, employees working remotely experienced significantly improved application performance. UTORA's near real-time link performance monitoring pinpoints the root cause of problem.

Proactive Approach: UTORA empowered the network team to adopt a more proactive network management strategy. Unlike other solutions, UTORA uniquely detects network performance issues at a sub-second level, enabling faster identification and resolution.

CONCLUSION

This case study demonstrates how UTORA can be a valuable tool even for companies with existing network monitoring solutions. UTORA's advanced capabilities provide deeper visibility, facilitate proactive network management, and enable rapid resolution of performance issues, especially in the dynamic work-from-home environment.

“**Experience Unified Network Monitoring:
Device & Link Performance in a Single
Platform.**”