

Is your network OK?

Yes



To be sure your network and applications can keep on performing, it helps to understand how they are going today.

Highlights

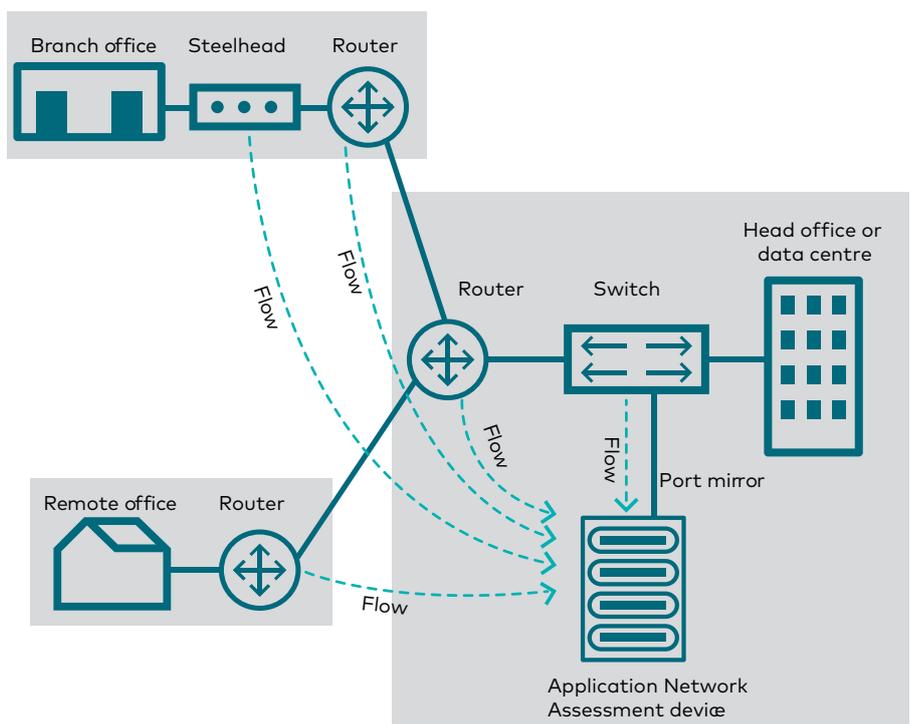
Application Network Assessment helps to identify:

- High-usage applications which have outgrown your network architecture
- Causes for under-performance of your business critical applications
- Current usage of unknown or potentially-redundant applications
- Internet performance and security issues
- Process and bandwidth intensive applications not suited to a WAN environment unless optimised and accelerated
- Contact centre application performance issues that are directly impacting customer experience
- Network and application configuration errors and insights on performance tuning.

Today's business landscape changes daily, so your network and the applications running on it need to constantly adapt.

Reconfiguring your network reactively won't always meet your business needs. Ensuring your network and systems infrastructure can continue to support your business requires a deep understanding and careful analysis of application behaviour and user experience. Then you can make informed decisions to plan for new applications and scale for growing or seasonal usage.

To help you understand application performance and discover ways to enhance it, Optus has developed an assessment service which works in conjunction with Riverbed® solutions. This service examines the behaviour of applications over your existing network infrastructure. Armed with this knowledge, you'll be able to make informed choices for adapting your ICT environment to address business growth, changes and issues.



What's involved?

To gain visibility across your network, we place sophisticated monitoring tools on your network to measure traffic usage and response times, identify bottlenecks and provide data for analysis and action.

A standard Application Network Assessment typically takes around four weeks to complete and has three main activities.

Planning and consultation

The assessment begins with a consultation where we uncover your current and planned business imperatives, strategic ICT plans and any specific issues you have been experiencing. This usually takes one week to complete.

Implementation and data collection

We then deploy an Application Network Assessment device at your nominated single site – usually your head office or a data centre where many of your servers and applications are hosted and accessed by users. This non-intrusive device is supplied on a loan basis for about two weeks to gather hard network information. The device is powered by Riverbed SteelCentral which consists of:

- SteelCentral NetProfiler – centralising reporting, behavioural analytics; sizing is based on flows per minute capacity
- SteelCentral NetGateway – collects flow data from supported flow types
- SteelCentral NetShark – packet capture and indexing with retrospective analysis

Assessment reporting

At the completion of data collection we decommission the device and remove it from your network. We then generate and provide you with a range of assessment reports. Our expert network application consultants analyse these reports to provide recommendations for:

- Immediate ways to achieve application performance optimisation
- Application and network tuning based on usage information
- A strategy for any network or application server enhancements required to meet expected new demands or business initiatives.

Acting on the results

Using the Application Network Assessment reports to gain insights you can then apply solutions to address areas of growth, change or concern. Here are some of the ways Optus can help you apply solutions to the insights:

- Implementing WAN Optimisation and Application and Network Performance Management solutions to tune your network and applications and provide better performance for remote users.
- Configuration changes to remove network bottlenecks including router and technology updates, traffic distribution for better load balancing and upgrading connectivity for higher performance.
- Uncovering potentially redundant server infrastructure, consolidating distributed servers or moving to the cloud – and understanding the performance implications of doing this.
- Updating security and firewall policies to address usage that is slowing down traffic, such as staff downloading/streaming large files.
- Ensuring quality of service (QoS) marking is occurring correctly right across the network so unified communications solutions are performing at their best.
- Improving areas impacting customer satisfaction – such as poor website performance or slow contact centre applications causing extended handling and wait times.

Your application network assessment

An Application Network Assessment is suitable for both large and small organisations. The standard assessment service is best suited for environments where flow rates are under 60,000 flows per minute. This typically fits:

- Small to mid-sized enterprises with up to 1500 employees
- Larger enterprises and government organisations that are seeking to assess a specific segment of their network or targeted applications.

The standard Application Network Assessment pricing is available on request and will require

pre-qualification and a scope of work. This typically applies to one customer site/ data centre only. We will gather network information via a simple questionnaire to verify that your single-site environment is suited to the standard offering.

If you have a multi-site requirement or your environment is not suited to the standard offering we can undertake further scoping to provide a bespoke quotation utilising equipment capable of 600,000 flows per minute or larger.

The benefits of action

Understanding and then taking follow-up action on improving network and application performance can make a tangible difference to your business operation, such as:

- Enhanced user satisfaction and staff productivity
- Better application performance for remote and travelling workers
- Improved customer satisfaction and service levels
- Greater business responsiveness
- Reduced business risk by identifying potential points of failure
- More informed decisions on adapting your ICT environment.

Request an Application Network Assessment today to help guide your focus for maximum results.

About Riverbed

Riverbed Technology is an IT infrastructure performance company. Riverbed Technology, Inc. is a leader in Application Performance Infrastructure, delivering the most complete platform for location-independent computing. Location-independent computing turns location and distance into a competitive advantage by allowing IT to have the flexibility to host applications and data in the most optimal locations while ensuring applications perform as expected, data is always available when needed, and performance issues are detected and fixed before end users notice.

Additional information about Riverbed (NASDAQ: RVBD) is available at riverbed.com

Assessment Reports

| Report | Purpose |
|--|--|
| Traffic usage and response times | Helps to determine whether bandwidth is sized correctly for traffic loads and user experience response times for each site on your network. |
| Traffic distribution by application | Enables you to see the kinds of applications being delivered over your WAN. |
| Application and network performance analysis | Provides detailed analysis of traffic for a nominated site or a specific application. |
| Application server audit | Shows all servers actively serving applications to users and other hosts across your branches. |
| Application baselining | Delivers dynamic historical data analysis algorithms to help determine performance bands that a specific application should be operating within. |
| Application dependency mapping | Discovers how your critical business applications are connected to users and how their functions are distributed across your environment. |
| Internet and security | Discerns traffic profiles that could be a potential breach of security, through learned traffic behaviour. |