CASE STUDY

Our managed services technician used advanced monitoring and reporting through the orchestrator to identify the customer's issue

Advanced SD-WAN monitoring & reporting

ITx FOR WAN

" What traditionally would have taken TPx hours to troubleshoot, took us minutes. Our customers benefit from quick answers.

Jared Martin
Vice President
ITx Managed Services
TPx

TPX

IT departments are often blind to specific issues with network traffic and bottlenecks. In this case, a Windows update was putting the brakes on data flow. The scenario could have easily turned into a long drawn out trouble ticket trying to isolate the bandwidth issue. Since only one person was on the network at the time, it appeared to be a circuit issue. But the orchestrator interface was able to pinpoint the issue in about five minutes. Specifically, we could see that there was a large Windows update actively going on. Turned out, the customer didn't even know his own machine was actively updating while he was running his speed tests. And since the customer already had "read" access to the output, we were able to show them how to identify similar network events in the future.

PROFILE

- Transportation equipment manufacturer
- 1000-5000 employees
- 19 locations nationwide

CHALLENGE

Slow network speeds due to undiagnosed application load

SOLUTION

Managed Services Router with TPx orchestrator

BENEFITS

- Awareness of app-level performance and the ability to isolate problems quickly, without the need troubleshoot something that is not an issue
- No need to purchase third-party applications, which are already native to the SD-WAN managed service router

RESULTS

Time-consuming trouble tickets have been reduced and network issues solved in real time

Top Applications by Bytes Received
Wed Oct 12, 02:03 – 14:04

Windows Update
Web

Transport Groups

Public Wired

Top Devices

ITVAIO-LT
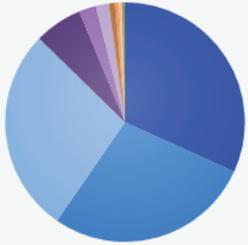
| Application		
Windows Update	173.06 MB	
Windows Live	151.55 MB	
HTTP	150.54 MB	
VeloCloud Control	35.37 MB	
VeloCloud Management	12.63 MB	
Bing	9.35 MB	
salesforce	4.75 MB	
speedtest	2.69 MB	
Google Ads	2.22 MB	
Google	2.15 MB	

Top Destinations

198.70.247.17
13.107.4.50
8.254.230.94
llnw.net

This screen (left) shows the top device generating the Windows update traffic

TPX ORCHESTRATOR

TPx offers recognition and classification of thousands of applications and sub-applications without the need to deploy separate hardware or software probes within each branch location. The SD-WAN managed services platform provides visibility into applications are taking up the most bandwidth. In addition, specific applications can be blocked or limited.
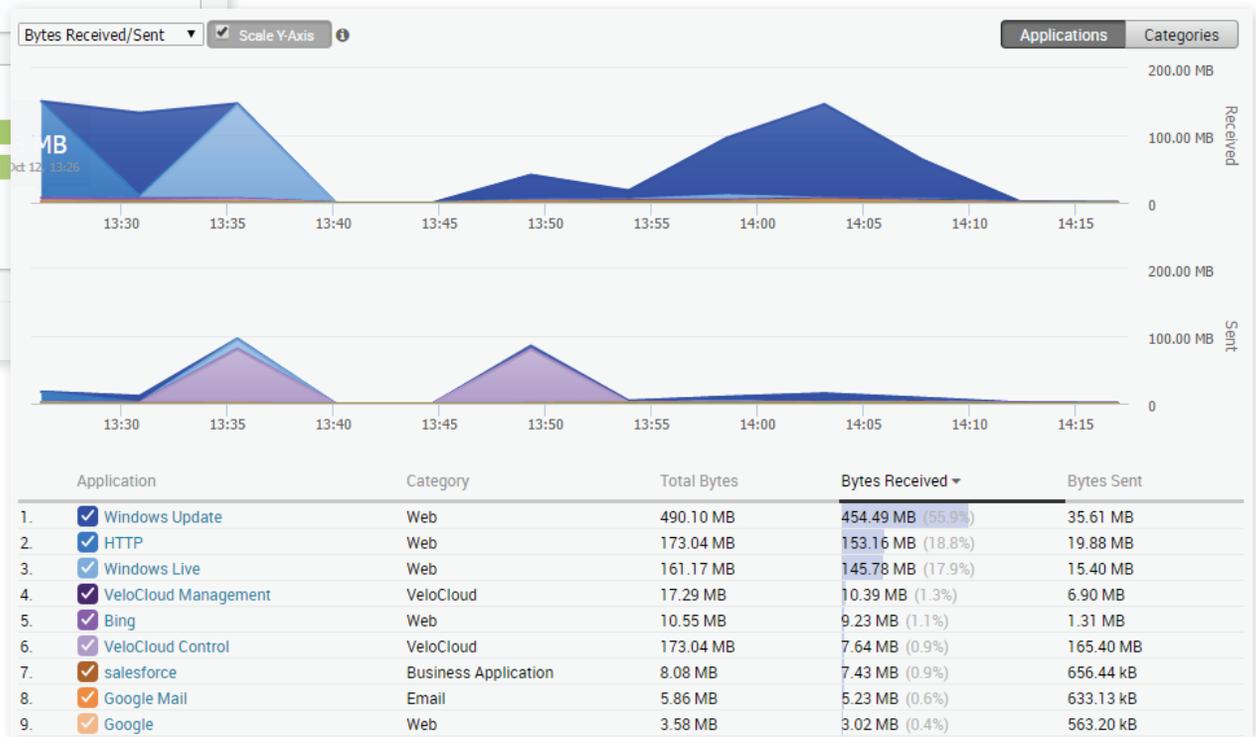
This screen (right) shows that the Windows update (dark blue in graph) is the top network "talker" for the past 60 minutes

Bytes Received/Sent ▼   ✔ Scale Y-Axis   Applications | Categories

#	Application	Category	Total Bytes	Bytes Received ▾	Bytes Sent
1.	Windows Update	Web	490.10 MB	454.49 MB (55.9%)	35.61 MB
2.	HTTP	Web	173.04 MB	153.16 MB (18.8%)	19.88 MB
3.	Windows Live	Web	161.17 MB	145.78 MB (17.9%)	15.40 MB
4.	VeloCloud Management	VeloCloud	17.29 MB	10.39 MB (1.3%)	6.90 MB
5.	Bing	Web	10.55 MB	9.23 MB (1.1%)	1.31 MB
6.	VeloCloud Control	VeloCloud	173.04 MB	7.64 MB (0.9%)	165.40 MB
7.	salesforce	Business Application	8.08 MB	7.43 MB (0.9%)	656.44 kB
8.	Google Mail	Email	5.86 MB	5.23 MB (0.6%)	633.13 kB
9.	Google	Web	3.58 MB	3.02 MB (0.4%)	563.20 kB

TPX
COMMUNICATIONS