**CASE STUDY**

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

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 SD-WAN with Managed Services Router and TPx orchestrator

**BENEFITS**
- Awareness of app-level performance and the ability to isolate problems quickly, without the need to 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

**ADVANCED SD-WAN MONITORING & REPORTING**

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

Jared Martin  
Vice President  
MSx Managed Services  
TPx
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 (left) shows the top device generating the Windows update traffic.

This screen (right) shows that the Windows update (dark blue in graph) is the top network “talker” for the past 60 minutes.