Facts about Riverbed Cascade

Cascade Shark appliance and Cascade Pilot software constitute a powerful and cost-effective solution for trouble-shooting and resolving errors in complex networks – WAN, LAN and cloud. Cascade products quickly provide a view into applications, servers and use patterns, and deliver real-time and historic informa-tion regarding network and application performance. This strengthens effective decision making and eases error identification.

- Time-to-resolution reduced by as much as 70 pct.
- Quick problem identification and solution
- Improved IT productivity due to reduced time wastage
- Intuitive graphic user interface
- Quicker program execution and reduced down-time for users

Rantek A/S is a danish IT-company with more than 10 years of experience. Along with our technology-partners, RanTek supplies effective and reliable IT-optimization solu-tions and create proven value and significant financial savings for our customers.

Network troubleshooting reduced from weeks to hours

Troubleshooting of up to 15.000 IT users' problems is a resource demanding task for the IT Department in the Soenderborg Municipality. Network analysis was always the last tool applied from the toolbox, but following implementation of Cascade Shark and Cascade Pilot from Riverbed, network analysis is now a shortcut to quickly localizing and resolving such problems. Support time has been reduced from weeks and days to just a few hours.

When the 6.000 IT users and 8.000 school pupils in the Soenderborg municipal area experience slow-running applications on their computers, PDAs, tablets and Smartphones, the IT Department immediately initiates troubleshooting of clients, firewalls, servers and other areas in the infrastructure. Problems can be widespread in an encompassing and complex network with 200 different applications and several thousand IT users. Millions of data packets flow through the network each second, this making it nearly impossible to analyze, filter and find the relevant packets that are causing the problem. As a minimum, this is extremely time-consuming.

''Previously we used the open-source Wireshark tool to analyze network packets, but the data must first be filtered. Because network analysis has always been extremely complicated, we first tested with other tools . However, with the Cascade series from Riverbed, network analysis is now the first tool that we use. This has meant a significant reduction in support time - in fact from weeks to hours,'' says Bo Mathiasen, IT Specialist, Sønderborg Municipality.

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Detailed view of the network

Riverbed Cascade Shark is centrally placed as a large harddisk that gathers all data in the network. Using Cascade Pilot software, the Soenderborg Municipality can quickly dive into the data layers and filter data. The result is a complete overview of the data that has passed through the network, allowing the IT Department to diagnose and resolve problems in a significantly faster way than before.

Challenges

15.000 IT users, this including scholars. These users experience erratic problems with slow program execution. The task is to analyze, filter and find the relevant data packages that create the problems. This is nearly impossible and as a minimum is extremely resource demanding.

Solution

Cascade Shark and Cascade Pilot from Riverbed, which provide a complete overview of the data passing through the network and where the error has originated.

Result

The IT Department can diagnose and resolve the problem far more quickly than before. Support time has been reduced from weeks to hours. The IT Department also delivers significantly better service to IT users and has increased productivity.

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''A business case with exactly this type of analysis solution is difficult to place a value on, simply because support cases are so different. For this reason I was also uncertain whether an investment in Cascade would have an effect on the bottom line of the balance sheet. However, if you were to ask me today whether it was worth the investment, then I do not have a moment's doubt, that is was. We are under a constant timepressure and thanks to Riverbed Cascade, we have acquired more time. We resolve IT users' problems in a significantly faster manner and they experience far better service than before. Reactive fire extinguishing is very expensive and time demanding, and only by using technology can we quickly and effectively resolve network mysteries,'' says Bo Mathiasen.

No discussion with suppliers

Another advantage with Riverbed Cascade tools is that they make apparent whether the error resides at one of the municipality's many suppliers or at the municipality itself.

''We can spend much time discussing with suppliers where the error resides. This time has been minimized, simply because we receive a clear answer, and no one is in doubt regarding the authenticity of the network analysis. This also saves ineffective discussions that are to the detriment of the users and the public,'' says Bo Mathiasen.

Valuable cooperation with RanTek

Soenderborg Municipality approached RanTek A/S, a Nordic powerhouse for Riverbed and the Riverbed dealer in the Nordic Region with most certifications.

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''The cooperation has functioned extremely well and RanTek has been very approachable. We did not know them previously, but only have positive things to say about RanTek,'' says Bo Mathiasen. ''The solution has been quickly implemented, and the small amount of support that we required was quickly provided by RanTek. Furthermore, via RanTek we are in direct contact with those that develop the Riverbed Cascade series. This has been extremely valuable for us.''