

Case Study

Business

CUSTOMER SUCCESS

Manage bandwidth, control content

CUSTOMER:

Kirby-Smith Machinery
Midwest States, USA
(248 users, 5 locations)

CYMPHONIX PRODUCT:

Network Composer DC30X



Situation

Kirby-Smith Machinery is a leading construction equipment dealer for contractors in the central United States. Headquartered in Oklahoma City, Kirby-Smith Machinery serves customers in North Texas, Oklahoma, Kansas, Iowa, Missouri and Southern Illinois. Incorporated in 1983, the company has expanded its operations to five locations throughout the region and continues to experience rapid growth.

Operating on twelve T1 connections, all five Kirby-Smith Machinery locations use a virtual private network (VPN) to directly connect to the Internet through one centralized Internet Service Provider (ISP) housed at EXCEL's Dallas headquarters. The network consists of 248 computers that are primarily assigned to individual users, with a limited number available for "public" access within the organization. Each employee is given a specific user name and password and is required to login to the network in order to utilize the PCs.

The network is primarily used to operate the company's VoIP phone service, as well as providing online vendor ordering and billing.

Challenge

Kirby-Smith Machinery had been using Websense's SurfControl for its content filtering needs; however, the solution would become overloaded almost daily from the amount of traffic traversing the company's network and ultimately fail - leaving gaping holes in

the organization's Internet monitoring capabilities and access controls.

In addition to daily issues with Surf Control, William Graham, IT administrator for Kirby-Smith Machinery, would receive regular complaints from users company-wide regarding lagging network speeds, in conjunction with issues with the St. Louis location's VoIP phone service. Graham needed to quickly find the reasons for Kirby-Smith's network woes.

With many members of management suggesting a bandwidth upgrade, Graham questioned the efficiency of that approach and instead opted to do some initial investigation on network usage. Graham decided to utilize an open source tool to monitor bandwidth consumption and found that users accessing non-work related Web content throughout the day impeded network speeds and limited bandwidth available for VoIP and other business-critical applications. Once management saw where the network resources were being allocated, Kirby-Smith Machinery opted to forego an increase in bandwidth and instead look to a solution that had the ability to fully

Reveal.
Optimize.
Protect.



manage and prioritize Web traffic.

Solution

Graham looked into a number of products, including Barracuda, to solve his network issues; however, none gave him the ability to dynamically throttle bandwidth or manage content. Graham found what he was looking for when he was introduced to the Cymphonix Network Composer by Value Added Reseller (VAR), Peak Uptime, and was immediately impressed with the product's ability to address all of the issues Kirby-Smith Machinery had been experiencing.



"The Cymphonix Network Composer is extremely easy to install and to learn to use. I can quickly pull reports and forward to our human resource department and department managers so that they can review the information and take necessary disciplinary action if needed. It has really eliminated the stress on our management staff because they no longer have to manually monitor employee activity now that we have a reliable device to do it for us."

William Graham, IT administrator
Kirby-Smith Machinery



"The biggest benefit for us has been in the ability to throttle and control Internet traffic so that our VoIP system doesn't get overrun," commented Graham. "We've given VoIP top priority within our network and effectively resolved our issues in St. Louis and eliminated user complaints across our organization."

Kirby-Smith Machinery has also found added value in the Network Composer's granular reporting tool. Cymphonix Network Composer revealed that a large percentage of employees were abusing their access to the Web by spending excessive amounts of time on sports-related websites. This information

allowed Graham to implement shaping rules specific to this type traffic to reduce the negative impact these sites were having on the network.

"It's nice to have such granular reporting capabilities," said Graham. "Once we saw how much time and resources were being consumed on these sporting websites, I was able to throttle the bandwidth allocated to this traffic category down to about 10% instead of blocking the sites all together. While we aren't prohibiting staff from viewing the content, the amount of time it takes to load the sites does force them to think twice about what they're accessing and ultimately continue working."

Success

Kirby-Smith Machinery resolved its network issues with the Cymphonix Network Composer DC30X and IT administrators immediately saw the value of the proactive investment. The Network Composer revealed that the company's VoIP system was impeded by employees consuming a large percentage of network resources through visits to non-work related and bandwidth-intensive sites throughout the day. Administrators were able to implement shaping policies and grouping rules to optimize the organization's Internet connection and reallocate bandwidth to business-critical applications.

"Choosing to manage our bandwidth instead of investing in another T1 connection has proven itself to be a viable solution for our lagging network speeds," said Graham. "The investment in our Cymphonix solution is less expensive than what it would cost for 6 months of added bandwidth - and network latency is virtually non-existent. "



About Cymphonix

Cymphonix Corporation, headquartered in Sandy, Utah, uses patentpending Cross-Layer Intelligence™ (XLI™) technology to provide unmatched network threat protection and resource optimization. With the powerful XLI engine, Cymphonix products seamlessly integrate network protection, application performance, and traffic visibility into a single, easily managed solution. Leading the Cymphonix product line is Network Composer, a smart gateway appliance that helps organizations understand at a glance who is abusing network resources and with what applications - enabling problems to be corrected instantly through a clear, easy-to-manage interface.



Cymphonix Corporation
8871 S. Sandy Parkway, Suite 150
Sandy, Utah 84070-6408

801-938-1500 Tel
801-938-1501 Fax
866-511-1155 Sales

www.cymphonix.com