



CDC IXIS NORTH AMERICA

CASE STUDY

"THE NETWORK PHYSICS APPLIANCE HAS BECOME ONE OF MY MAIN TOOLS, AND ONE WITH A LARGER PROPORTION OF USEFUL FEATURES THAN ANYTHING ELSE I USE. IN FACT, NOW THAT WE HAVE IT, I CAN'T THINK OF ANY OTHER TOOL THAT I NEED TO ADD."



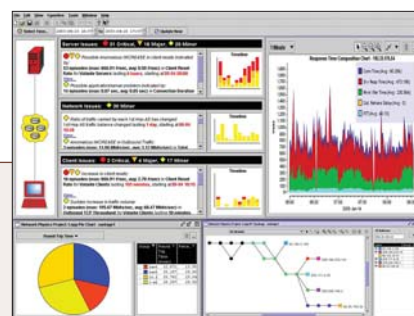
HENRY YIIN, MANAGER OF NETWORK ADMINISTRATION, CDC IXIS NORTH AMERICA

Global Financial Services

CDC IXIS is an international bank headquartered in France that provides institutional investors, companies and local and regional governments with financial services such as capital markets, financing, banking and securities services, asset management and financial guaranty. A subsidiary of Compagnie Financière EULIA and Caisse des depots, CDC IXIS boasts €29 billion in assets and employs more than 5300 people worldwide, more than 40% of them outside of France in its many international offices, which account for more than half of its business.

A Business-Critical Network

CDC IXIS North America, based in New York, oversees the bank's steady expansion into the American market. The IT staff in New York plays a critical role in that expansion, as well as day-to-day operations, keeping the bank's battery of applications running over its LANs, WAN, and VPNs and making sure the network can support new offices as they come on line. Because all of the bank's important applications are hosted in the New York data center and accessed via VPN, network performance and utilization are critical issues. For instance, all remote office emails must be received and scanned by servers in New York to assure compliance with various SEC regulations; other critical applications include the transmission of trading information, position analysis reports, and the like.



Customer Problems:

- > Inability to plan effectively for network expansion
- > Difficulty defending against "the network is slow" claims
- > Hard to pinpoint and resolve issues across application, server, and network "silos"
- > Time lost to inefficient collaboration between teams

Network Physics Solution:

- > The Network Physics NP-2000 deployed in New York data center
- > Ability to quickly pinpoint the source of response problems
- > Accurate, highly granular measurements of network performance and usage
- > Business groups defined to support the needs of each department

Customer Benefits:

- > Much faster problem identification and resolution
- > Greatly improved collaboration between management teams
- > Better capacity planning for new office rollouts
- > Reduced expenditures on network management products

IT relied on a variety of third-party products and open-source tools, but found that many problems went undetected, or, as is usual in any enterprise, were ascribed to the network regardless of their cause. As well, these tools were not useful in capacity planning, either because they delivered the wrong type of information, or could not gather granular enough data.

Immediate Results

The IT staff saw the difference immediately when they installed the Network Physics NP-2000. "Within the first week of evaluation the Network Physics box caught two problems," says Henry Yiin, Manager of Network Administration at CDC IXIS North America. "Both were rather subtle—an RPC bug in an Exchange server and a misconfigured IP address in another office, but the Network Physics saw the changes in response time they caused and let us zero in on the offending devices right away." He adds, "That alone confirmed our feeling that Network Physics' flow-based approach could save us time and money."

Defending the Network

The Network Physics's ability to rapidly zero in on the origin of problems not only greatly accelerated troubleshooting at CDC IXIS North America, but delivered a major improvement in inter-departmental collaboration and cooperation. "We have a much better relationship with the systems managers and the application developers now," says Yiin. "We don't waste time deciding whose responsibility the problem is because the Network Physics appliance gives us all the information we need to pinpoint the source of a problem, which means the right team can get on it right away."

First Things First

Mr. Yiin also notes that the ability of the Network Physics appliance to group network flows in terms of business groups—which can represent users, applications, business services, data centers, servers, or practically any other business-relevant grouping—is a major advantage. "It helps us prioritize our response

to problems: rather than responding to the loudest complaints, we can identify the problem that's hurting the business the most." He also looks forward to investigating setting up a bill-back system for better accounting of IT services and their use by each department.

Growing the Network

The continuing success of CDC IXIS North America has put capacity planning in the forefront of the IT department's priorities. Here, too, the Network Physics appliance has made a big difference. "With our previous tools, we either couldn't read WAN and VPN usage, or couldn't get a detailed enough picture without running the sampling rate so high that we couldn't store enough data to be useful," says Yiin. "And at the lower resolution we had to work with, we were losing the data we needed to accurately judge peak usage. But with the Network Physics product, we get an accurate reading on both peak and average usage. This has greatly improved our capacity planning."

CDC IXIS North America has used the Network Physics appliance in particular to monitor WAN and VPN usage to the bank's Los Angeles office as it grows, giving them the information they need to provide adequate network connectivity for new offices as they are established.

A Tool for All Reasons

Mr. Yiin and the IT staff at CDC IXIS North America are still discovering new uses for the NP-2000. "The longer it gathers data, the more useful we find it," he says. "The Network Physics appliance has become one of my main tools, and one with a larger proportion of useful features than anything else I use. In fact, now that we have it, I can't think of any other tool that I need to add."



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