



## PROFILE

Your home improvement company has agencies nationwide. You are unable to view flows between the agencies and the corporate office. You get complaints from the agencies about slow service, abnormally long connection times, and failed connections. You suspect that the network may be undersized and that there may be too many connections at once : Your network is causing trouble for your team, and you want to fix that.

## GOAL

You want to measure the response times of agency users in order to size the network based on the observed flows (baselining). You also want to be response to your network's performance, by configuring alarms intended to alert the Helpdesk team in real time. As soon as response times are abnormally high, the alarms will be triggered, there- by reducing incident resolution time.

## QoE of WAN subsidiaries users

An H5-Appliance probe has been installed on the mirror port of the corporate office's entry switch, where business application servers are hosted.

In order to measure the performance of application transactions, we can observe the change in certain metrics: SRT and CST (Server Response Time and Connection Setup Time), on special indicator charts, agency by agency and minute by minute.

This monitoring shows clearly which agencies use the most network traffic. Agencies that exceed the fixed thresholds, even for one minute, will be reported to the Helpdesk team, with a breakdown of the traffic through traffic monitoring, with the H5-Performance Reporter. All end users have same view of the common solution. Likewise, if response times are too high, the Helpdesk team will automatically be warned at the same time, in order to take corrective measures as quickly as possible.

You will be able to make the necessary decisions with full knowledge of the facts, and thereby resize your agency access points based on the business flows exchanged between them all.

