
Global Tech Leader: High Performance Monitoring Key to Productivity



At a Glance

Customer: Global Semiconductor Leader

Industry: Semiconductors

Facts:

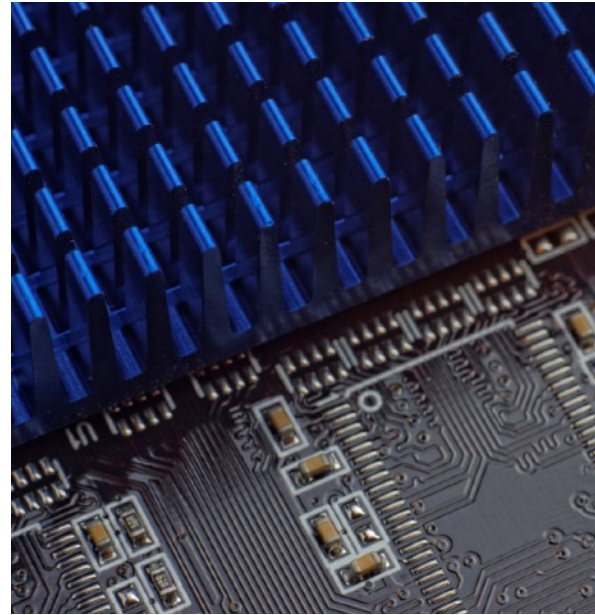
- 7,000+ employees
- 30 sites worldwide
- 3 data centers
- Beginning SD-WAN rollout
- Multi-cloud connectivity

Challenge:

- Troubleshooting WAN performance issues
- Save time and resources

The Network is Strategic to Success

This global semiconductor technology leader is at the epicenter of the world's largest computer ecosystem. With more than 7,000 employees working across more than 30 locations, its large and complex WAN is strategic to success. Made up of multiple hub and spoke VPN overlays and full mesh MPLS, it connects multiple clouds and customers, including some of the world's most valuable and respected companies.



"NetBeez is an awesome tool because it delivers unmatched visibility and root cause validation right to your desktop, often before users even know there is a problem."

Principal Network Architect

Uptime and performance are strategic to productivity and customer satisfaction. Traditional monitoring tools didn't offer the visibility and insight needed to stay on top of issues and identify root causes at the speed of their business. So they chose NetBeez to help them reduce the time required to diagnose and resolve network-related issues.

Faster Insight. Faster Resolution. Higher Productivity.

IT excellence means identifying issues as soon as possible, without depending upon remote users to detect network problems and issue tickets. NetBeez gave the global network operation center the insight they needed to identify and resolve issues quickly, sometimes even before users were aware of them.

The network team monitors each remote WAN site with dedicated hardware and software appliances, based on need. Thanks to NetBeez's monitoring agents, the team proactively detects and triangulates problems very fast, without having to dispatch a dedicated engineer to a remote office.

Before NetBeez, sometimes they would send out an engineer to troubleshoot a problem with the WAN circuit and find out that the cause was a misconfiguration in a service provider network, two hops away; those are "old school" problems for the network team.

New Office, Faulty Switch

On another instance, the company established a new remote site where the WAN throughput was well below the 100Mbps purchased speed. Other monitoring tools couldn't determine the root-case of the problem; the network team shipped a NetBeez sensor to the location, and started running throughput tests from the access layer as well as from the core layer, directly through the WAN router.

The network team found out that the WAN link was actually able to sustain close to 100Mbps throughput, while that speed was not achievable when the sensor was plugged behind the access switch. It turned out that the access switch was misconfigured, slowing the network down to 28Mbps.

"With NetBeez we're in greater control than ever. The team can now discover carrier issues before the carriers even know they have them, from multiple hops away."

Principal Network Architect



The Power of Insight

NetBeez insight helps the team easily identify bottlenecks, misconfiguration and capacity issues and keep service providers on top of any potential problems. Their team is more productive and their users appreciate their responsiveness.

SD-WAN Confidence

As they upgrade their networks to SD-WAN they'll leverage high performance monitoring to keep up with gateway and split tunnel issues, again before users even notice. They can convert to SD-WAN without worrying about the impacts of complexity and issues often hidden by standard monitoring tools. It's a win/win.

NetBeez Insight

When your team is responsible for a global network connecting some of the world's most demanding customers, dozens of remote sites and multiple cloud environments you need more than guesswork... you need NetBeez insight.

About NetBeez

NetBeez, Inc. is a network performance monitoring company delivering a scalable monitoring solution that continuously simulates user connectivity on Ethernet and WiFi networks. Dedicated hardware sensors or software agents simulate end users and enable proactive identification and troubleshooting of complex network issues, helping to significantly reduce IT's time to resolution. For more information, visit <https://netbeez.net> or follow us on Twitter at [@NetBeez](https://twitter.com/NetBeez).

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