Case Study
Application Network Review

Industry:

Industrial

Project Title:

Application Network Review

Customer:

[Customer]

Customer Background

With pulp and paper mills across the United States, Canada and South Korea, and sawmills in North American [company] is a global leader in newsprint. In addition, [Company] makes coated and uncoated ground wood papers, bleached kraft pulp and lumber products. [Company]'s pulp and paper products are marketed worldwide.

Customer Challenge:

In the expanding Coated Paper Division, [Company] uses Microsoft Exchange forms and SQL database to run a centralized sales application. Local users experienced acceptable application performance, however, users across the frame relay WAN experienced slow performance. The sales application is critical for staff to track customer contacts, purchase history, and competitive information.

[Company] needed an assessment of the application to provide a baseline of operational network capacity and recommendations for improving application performance – especially across the WAN.

Solution

Worked with [Company] technical and application staff to develop a functional breakdown of the application. This included:

- Application functional tasks (transactions)
- Network dependencies (client-server, server-server, protocols, etc.)
- User / server locations and classifications (training, data entry, manager, etc.)
- Network connectivity and available capacities

Developed a test plan to monitor and record application tasks in a controlled environment (isolated from extraneous traffic and overhead). An Application Network Review was produced based on the analysis of this data.

Benefits:

Through the ANR process, transaction data flows and processing time required by this application were identified. The customer was able to evaluate performance issues based on quantifiable measurements –

- Transaction volume by site
- Bandwidth requirements Vs. availability
- Response time requirements

In the end, the customer was able to use the ANR results to identify specific actions to improve application performance in a cost effective manner.

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