



## Cargolux Airline in Luxembourg uses OPNET's ACE™ Analyst for Troubleshooting LAN- Based and WAN- Based Application Performance



*Instead of trying to resolve a problem by blind searching, our approach is more professional with OPNET's solutions. We now investigate the problem end to end, which helps us take care of the equipment affecting applications response time.*



**Benoit Bertin**  
Network Manager  
CHAMP Cargosystems, Cargolux

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### Introduction:

Cargolux, based in Luxembourg, is Europe's largest all-cargo airline, operating a modern fleet of 13 B747-400 freighters on a worldwide network, covering 90 destinations, 50 of which are served on scheduled all-cargo flights. The company has more than 85 offices in over 50 countries and also offers an extensive trucking network to more than 50 destinations in Europe and the US as well as charter and aircraft maintenance services.

CHAMP Cargosystems™ was established in January 2004 by Cargolux Airlines International S.A to automate the business of air cargo. Designed for professional logistics providers, it is a comprehensive set of software modules that manages sales, operations, finance and communications.

### Objectives:

CHAMP's engineering team identified the following areas where their current capabilities were lacking:

- Diagnosing performance problems on new and existing applications
- Validating network changes in the lab environment before going into production
- Planning bandwidth upgrades

"In the past, when problems occurred, CHAMP's engineering team had to investigate

step by step, each part of the network environment in order to find a root cause of a problem," said Benoit Bertin, Network Manager at CHAMPs.

### Solutions:

Having reviewed the marketplace, CHAMP decided to implement OPNET ACE Analyst to help them with the diagnosis, validation and planning of their infrastructure. Especially interesting was ACE Analyst's ability to analyse Citrix performance.

Performance of networked applications depends on complex interactions among applications, servers, and networks. ACE Analyst provides IT organisations with a detailed, quantitative understanding of these interactions to efficiently and cost-effectively troubleshoot and deploy applications.

OPNET has enabled the engineering team to quickly put the finger on the root-cause of the performance problems, which they can then resolve.

Within the first few months of use, some highlights include:

- 80% faster application problem isolation
- 70% reduction in performance related helpdesk trouble tickets
- 90% improvements to select application response times

By the end of the year, CHAMP's engineering team is planning to use the OPNET solutions to optimize capacity planning for their WAN, LAN and UNIX servers.

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