

Choice Logistics Problems

- Inability to quickly troubleshoot performance problems
- Difficulty managing link usage and application response
- Too much fingerpointing, difficulty prioritizing problem response

ACE Live Solution

- An ACE Live appliance deployed in the New York data center
- Monitors performance and utilization for all critical applications and links
- Real-time and historical views of a wide range of application and network metrics

Choice Logistics Benefits

- Much faster problem localization and resolution across global network
- Real-time and historical overview of critical replication links
- No more fingerpointing, higher IS productivity
- Better bandwidth management
- Very fast time to value

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nose and fix the problem—and make sure that the failover wouldn't cause the same problem in the future—far more quickly than would have been possible before we had the appliance." He adds that "this was the first inkling we had of the fast ROI the box would deliver: less than six months."

For Choice Logistics, this first real-world test of the ACE Live appliance demonstrated its usefulness for one of the main tasks it's charged with: optimizing the WAN traffic between New York and the replication servers in the New Jersey disaster recovery center. "The real-time data it supplies lets us respond quickly to problems," says Domenick, "while the historical views enable us to optimize backup and replication scheduling to make sure we don't saturate the links or degrade the user experience."

He also notes that the ability of the ACE Live appliance to organize traffic in terms of Business Groups (logical sets of IP addresses that represent key resource and user communities) and Applications makes it easy to monitor application response and troubleshoot problems in real time. "Because we know at a glance which application, which servers, and which users are involved, no matter where in the world the users are, our priorities are always clear, which enables the IS department to deliver even more value to the organization."

Drilling Down and Cleaning Up

The carrier reports are far more useful to Choice Logistics when analyzed using the ACE Live appliance. "We can drill down into the spikes in traffic and identify not only the

application, but the specific users and where they're connecting," says Domenick. "It's a lot less confrontational just to be able to show a department manager a report on bandwidth abuse." He also notes that the same ability to clearly demonstrate the source of a problem has eliminated finger-pointing. "We can all see what the issue is and spend our time fixing it, rather than arguing over who's responsible. And the Insights make this even easier." (Insights™ are point-and-click action guides that encapsulate best-practice workflows for accomplishing a wide range of management tasks.) Domenick also uses the appliance's packet-capture capability for deep protocol analysis using Ethereal, which further extends his diagnostic abilities.

Why Choose ACE Live?

Asked how he'd describe ACE Live to a network engineer like himself, Domenick says, "I'm sort of a network doctor. I have to interpret the data my tools give me and make a judgment call, sometimes very quickly. The highly accurate diagnostics furnished by the [ACE Live] appliance give me confidence that I'm making the right call."

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