



Emerson Climate Technologies Utilizes ACE Live™ and ACE™ Analyst for Complete Insight into the Network

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Insight into the network, to see what's really going on, is the key to the OPNET solution. ACE Live enables me to respond quickly to slow performing applications before the end-user is affected, and ACE Analyst provides insight into the root-cause so that my team can respond to issues within minutes. With OPNET's ACE Live and ACE Analyst, I know exactly what's going on in the network with just a few clicks of the mouse.

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*Sammie Bush
Network Analyst
Emerson Climate Technologies*

Emerson Climate Technologies is the world's leading provider of heating, air conditioning, and refrigeration solutions for residential, industrial and commercial applications. It is a business segment of Emerson, a diversified global manufacturing and technology company ranked 111 in the Fortune 500. Emerson Climate Technologies' innovative solutions improve human comfort, safeguard food, and protect the environment.

The IT organization at Emerson Climate Technologies is responsible for maintaining hundreds of servers and dozens of critical applications. Currently, the IT team is managing the implementation of Oracle applications at plants around the world in a project to replace legacy mainframe systems. Ensuring good application performance and providing a positive user experience is critical during the deployment of these business-critical applications.

Emerson Climate Technologies uses solutions from OPNET to troubleshoot poor performing applications and determine the source of performance issues. The IT team can easily identify “bandwidth hogs” and other issues,

and resolve them within minutes. Prior to implementing OPNET, Emerson Climate Technologies had no way to easily identify what was causing degradation in network performance. With ACE Live™, alerts are produced automatically and the IT team is notified when pre-defined SLAs for response time are violated. Then ACE Live's seamless integration with ACE™ Analyst enables the team to quickly isolate the problem transaction and troubleshoot the root-cause of the problem. ACE Analyst embeds expert knowledge about network protocols and application behavior as seen from a network perspective, providing a comprehensive understanding of the end-to-end performance of networked applications. Its powerful, intuitive analysis environment enables application pre-deployment certification, validates planned changes, and accelerates troubleshooting performance problems in production applications.

Emerson Climate Technologies has implemented six ACE Live appliances throughout the data center, with the ACE Live Rover software appliance used to troubleshoot issues in remote locations. The Rover was able to identify a large back-up running during normal work hours at a St. Louis plant and enabled the team to resolve the issue very quickly. Prior to OPNET, it might have taken the team days to determine the cause of the problem using “old-fashioned” tools and techniques.

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