



Emirates Airline Leverages OPNET for LAN/ WAN Troubleshooting

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Instead of trying to resolve a problem by an exhaustive search, our approach is more systematic and gets us to the correct answer quicker. We now investigate the problem end-to-end, which helps us take care of the equipment affecting applications response time.

Babu Thomas
 Technical Support Manager
 Emirates Airline, Dubai

For more information,
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Dubai-based Emirates Airline is one of the fastest growing airlines in the world, and has received more than 300 international awards for excellence since its launch in 1985. Emirates has had to innovate and expand to stay ahead of fierce competition in the markets they serve.

Emirates recognized that it was critical to ensure continued responsiveness of applications that impact customer service and support. Their IT engineering team identified several areas where their current capabilities needed improvement:

- Diagnosing performance problems in production applications, as well as new applications that were planned to be deployed
- Validating network changes in the lab environment before going into production
- Optimizing bandwidth upgrades

After assessing various tools for application performance management, Emirates

decided to implement OPNET ACE™ Analyst.

Performance of networked applications depends on complex interactions among applications, servers, and networks. ACE™ Analyst provides IT organizations 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 performance problems, which they can then resolve.

“In the past, when problems occurred, our troubleshooting process used to be manual and time-consuming,” said Mr. Babu Thomas, Technical Support Manager at Emirates. He added, “Without a sophisticated tool to automate the troubleshooting process, we had to investigate step by step, each part of the network environment in order to find a root cause of a problem.”

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