



Dyband Closed Loop Business Services Management in action

Service Provider discovers bandwidth abuse.

A national service provider was having a bandwidth problem at one of their main locations. An office with over 200 employees, they had provisioned a 10Mb Internet connection to the building, which was considered more than adequate at the time for the requirements of this particular location. The network connection, however, was constantly congested and therefore an additional 10Mb Internet connection was provisioned.

Instead of solving the problem, within 30 minutes of the new 10Mb connection going live, the entire 20Mb network to the building was highly congested, with usage peaking in sustained bursts at 100%.

The network systems administrator knew that someone – an individual or group of individuals – was utilizing far more bandwidth than expected. An inspection of the data available from the router using MRTG was time-consuming and by the time all of the reports are run, the problem may or may not be occurring. Various diagnostic tools did not reveal any data of interest, and worse, when some of these tools were deployed, the congestion would stop – just to start up again when the tools were halted. The systems administrator felt the utilization was illegitimate and purposeful, but could not identify the culprit.

Enter Dyband. During a maintenance window, a 20Mb Dyband Shaper was installed at the aggregation point in the network. As Dyband looks like a transparent bridge in the network, a slight increase in latency would be the only clue to its existence – no additional IP address or user client is required. Within minutes, the Dyband Shaper autodiscovered the IP addresses in the network that were utilizing bandwidth, and placed them in Dyband's hierarchical tree. The System Administrator ran a "Top 10" report to find out which IP addresses were utilizing the most bandwidth. The results showed the top bandwidth user in the company was a computer in the support group, and it was using over a hundred times more bandwidth than any of its peers! The Systems Administrator, armed with this information and the manager of the support team, paid a quick visit to the individuals desk, within 10 minutes of first deploying the Dyband Shaper.

There under the desk of the support employee, they found two running web servers. Multiple PC's at a support station was not unheard of; these however were different. On inspection they were found to contain an electronic commerce application – and a web server containing hundreds of gigabytes of pornography. The support employee was running a business on the side – at the expense of the company.

Needless to say, the employee was fired and the web servers removed from service. As a result, the company was able to return to a 10Mb Internet connection with room to spare – and Dyband proved its worth with an ROI of under 1 month!

Dyband provided this firm the visibility they required – in real time – to control both users and costs.

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