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Case Study



Opteq boosts Foskor network performance...

Data Centre Access management
Foskor limited
Large Mining Corporation

The problem definition by the IT department was that they were in the process of a multi-million dollar project to roll out the JD Edwards software package as their corporate ERP system and at the same time had outsourced their server management to a third party data centre to do server management and DRP. Less than halfway through the installation of the projected number of user's response times had deteriorated and users were complaining about access times. The JDE consultants were blaming the network and thereby absolving themselves of the responsibility. The data centre reported no server load problems so the IT department was getting the blame. The link to the data centre was a dual 512Kbps load balanced WAN link of over 500 kilometres and would be very expensive to upgrade. The link speed specification was calculated based on a JDE standard load calculation based on the number of projected simultaneous users per user type and management would not countenance an upgrade without an increase in user counts and especially not halfway through the roll-out.

As a separate exercise the IT department had justified a 100Mbps Sniffer pro network analyzer based on an ROI calculation around support calls, response times and savings in IT support staff. Seven industry competitors were tendering for this and one of them was an Opteq partner Opteq South Africa who was tendering with an Opteq Real-time iQ unit. Using their initiative the IT department asked the top 4 contenders to install a unit and produce an analysis and report of what the JDE problem was and said that the report would be taken into account when adjudicating the tender.

The Opteq partner Opteq South Africa installed the unit, analyzed the network, asked permission to try some bandwidth management policies, received permission and dropped response time for a standard order entry at a peak time from over 15 minutes to under 2 as well as dropping the time to produce a sales report from over 50 minutes to under 5 in less than 1 hour installation time. He was not allowed to remove the unit and returned with an order instead.

The IT department report stated that the unit exceeded all their requirements for a Sniffer and was able to analyze and report on the network beyond expectations. It also enabled them to actually do something about their findings and allowed them to implement policies, which made a real difference to network performance and it came in at 20% below what they had budgeted for a Sniffer pro.

All about Opteq i.Q: Opteq International is acknowledged as an emerging leader in the rapidly evolving world of true network management. We operate according to an independent ethos, remaining inventive, flexible and progressive within a future focused industry. By designing, developing and manufacturing our own proprietary applications on unique hardware server platforms, we retain total control over the quality, performance and reliability of our products. [continued...]



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The Opteq flagship product, Opteq iQ, is the unique customised vehicle through which we measurably impact the businesses of our customers by fully capitalising on the investment made in their network. Opteq identifies the existing barriers that prevent your organisation from realising the full potential of your network architecture. The driving idea behind Opteq iQ is to get the most out of our customer's network... to thrive in today's fast-paced, data-intensive economy where our customers depend on the corporate network to be truly responsive and secure. Opteq iQ is designed as a single solution to facilitate the three converging key deliverables of the network management world – Performance, Security and Management. Singular iQ is at the core of our solutions. All of the Opteq iQ application modules reside on, and exploit the rich functionality provided by Singular iQ. With Opteq's Singular iQ, you have all the comprehensive sets of tools and utilities available to enforce true network management within your organisation. This modular architecture fundamentally differentiates the Opteq iQ product set from its competitors and underpins Opteq's approach and philosophy towards managing network infrastructure - end-to-end management, customised for each unique installation, from one transparent solution.