



a singular intelligence

Case Study



Opteq ships out for freighting company...

Internet Link and Access Management
Rohlig Gridrod
Global Freight Forwarding Company

The problem definition by the IT department was that management was unhappy that they had approved a number of upgrades to the Internet link speeds without achieving the desired results as in previous examples but already had a firewall, a cache server, and a content manager which had been built, installed and was being maintained by an outside consultant. The products were running on Linux servers and were based on "free" open source software. The client was happy that the products were doing what was intended but unhappy with the fact that he was not receiving clear and accurate reports or statistics from the servers and therefore was not completely sure what was happening. In addition the client was unhappy with the fact that they had to call out a consultant every time they had a problem, query, or change request and the costs associated with callouts was both higher than anticipated and not predictable enough to properly budget. User satisfaction ratings were low due to slow response to support calls to the IT department and perceived poor Internet browsing experience.

The project scope, objective and ROI model provided by Opteq South Africa, agreed with this client was broken into phases at the client request in order to reduce risk and provide proof of concept at each stage.

Firstly a pilot was designed to prove ROI based on being able to delay a previously planned link upgrade and at the same time give the client first hand knowledge on the ease of use, management, and comprehensive reporting capabilities of the product. This was successfully completed and an Opteq iQ unit was purchased for caching and bandwidth management. The cache proxy fully supports single sign authenticating against a windows 2003 server running active directory 2003. This unit has been running for more than two years with minimal setup and configuration changes. The ROI period on this phase was less than 6 months due to very high ISP costs required to upgrade the link.

It was later decided to also implement the Opteq Firewall iQ and Content Management system which is incorporated in the Web iQ module. The client required to be first convinced of the ease of use and management and the statistics and reporting capabilities of the unit because at the same time he would have to cancel the consulting contract and the IT department would have to take over. The ROI model was very easy because of the high call out costs being incurred and the fact that three HP Netservers would be redeployed and save budgeted capital expenses for those. The client ended up saving money on this phase. To summarise -

A recent management review of the installation to date revealed the following –

- Staff satisfaction ratings are very high with a 75% drop in support calls and a 90% drop in response times. Instances of congratulation letters to the IT department from users were noted.
- There was still no need to upgrade the Internet link after the first year of the project.

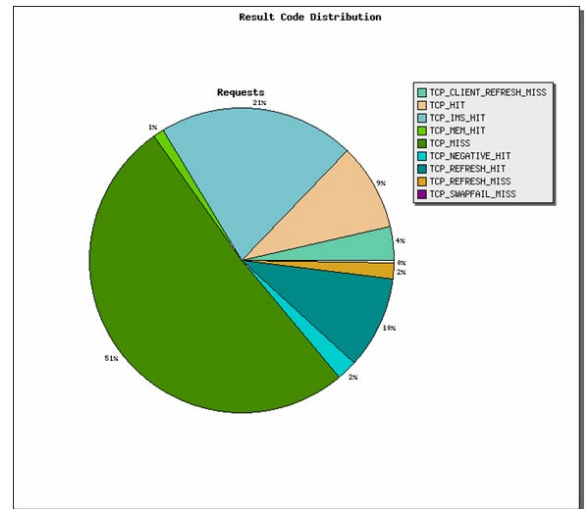


a singular intelligence

Case Study

- Management reports on all requested statistics were accurate and delivered on time.
- A review of security by the company auditors had been favourable.
- IT staff were happy with their ability to manage the network and had expressed happiness at ease of use and their enhanced job satisfaction.
- A review of the cache report shown below clearly showed the following improvements.
- 43% of all Internet requests were served from cache without needing any Internet access.
- These requests were served to users with an average response time of 559 ms instead of the normal average of 6.3 seconds.
- These results in a saving of user wait time and an increase in user productivity of over 1000 hours in two months.

Cache Result Code Report From Date : 20050301 To Date : 20050431						
Cache Result Code	Number	Bytes	Max Bytes	Ave Bytes	Duration	Ave Dur.(ms)
TCP_CLIENT_REFRESH_MISS	54,808	93,561,534	480,781	1,707	19:35:34	1,286.94
TCP_DENIED	96,417	203,961,930	2,814	2,115	6:24:39	239.37
TCP_HIT	141,587	605,943,858	2,386,619	4,280	6:22:48	162.22
TCP_IMS_HIT	318,771	77,275,963	68,610	242	4:39:8	52.54
TCP_MEM_HIT	16,719	94,825,248	128,874	5,672	0:16:32	59.37
TCP_MISS	784,619	10,977,401,531	93,168,518	13,991	1477:6:21	6,777.28
TCP_NEGATIVE_HIT	32,733	39,390,782	20,899	1,203	0:17:24	31.90
TCP_REFRESH_HIT	150,579	511,789,197	4,969,615	3,399	46:10:38	1,104.00
TCP_REFRESH_MISS	25,166	114,820,733	1,154,713	4,563	24:12:7	3,462.12
TCP_SWAPFAIL_MISS	4,468	15,372,275	316,755	3,441	2:34:1	2,068.28
Total Actual (Hits & Misses)	1,529,450	12,530,381,121	93,168,518	8,193	1581:14:37	3,721.91
Summary						
Total Other	96,417	203,961,930	2,814	2,115	6:24:39	239.37
Total Misses	869,061	11,201,156,073	93,168,518	12,889	1523:28:5	6,310.82
Total Direct Hits	341,618	1,251,949,085	4,969,615	3,665	53:7:23	559.82
Adjusted Direct Hits (Savings)	341,618	1,251,949,085	4,969,615	3,665	545:44:4	5,751.00
Total IMS Hits	318,771	77,275,963	68,610	242	4:39:8	52.54
Adjusted IMS Hits (Savings)	318,771	4,031,300,676	-	12,646	554:9:17	6,258.28
Total Savings	660,389	5,283,249,761	-	8,000	1099:53:22	5,995.86
Savings %	43%	42%			70%	



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. The Opteq flagship product, Opteq i.Q, 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 i.Q 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 i.Q is designed as a single solution to facilitate the three converging key deliverables of the network management world – Performance, Security and Management. Singular i.Q is at the core of our solutions. All of the Opteq i.Q application modules reside on, and exploit the rich functionality provided by Singular i.Q. With Opteq's Singular i.Q, 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 i.Q 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.