

Vineyard Networks Case Study | Pushor Mitchell LLP

Due to an increase in business volume and dependencies on internet services, the IT team at Pushor Mitchell recognized quality performance issues with remote critical business applications like BC OnLine, WebEx and other legal related web services. They needed a network information analytics solution to quickly and easily troubleshoot and resolve issues.

Joe Garvey, the IT Manager at Pushor Mitchell, selected Vineyard Networks NetCore On Demand for their network monitoring and reporting requirements. "NetCore was the only solution we found that not only showed us exactly how the network was being used, but was also easy to setup and operate." NetCore fit right in with the company initiatives to focus on network stability and ensuring a quality of service for users and clients. With NetCore On Demand, Pushor Mitchell found a solution that allowed them to easily see how their network was being used from a single pane of glass. "NetCore gives us accurate and consistent data, and takes the guesswork out of what is happening on our network," says Garvey.

Within days of signing up for NetCore On Demand, Pushor Mitchell quickly noticed a trend to the interruption in internet service that they were experiencing. "The log tool showed us a trend in the time of day that we were experiencing outages, and we traced it back to construction that was happening blocks away and impacting the service tower. We raised the issue with our service provider, and within two days it was fixed," states Garvey. "We also discovered that at any time, 40% of our bandwidth was being used for streaming media and accessing non-business critical sites."

NetCore has given Garvey the ability to put together solid evidence for management when proposing IT policies and site restrictions. In addition, Garvey was able to classify internet traffic as business critical or recreational, and provide facts when suggesting a network upgrade. "NetCore has helped me identify and quantify issues we knew of, prove issues we suspected, and discover and resolve problems we were completely unaware of," claims Garvey.

About NetCore On Demand

Vineyard Networks is the leading provider of network information analytics solutions for the small and medium business and enterprise market. NetCore allows companies to gather information from up to 200 different locations around the world and then quickly and easily diagnose network issues. NetCore also provides access to up to two years of historical data, allowing users to trend network usage and monitor business application performance. Vineyard's technology is currently being used in companies worldwide.

For a free trial visit www.vineyardnetworks.com

Contact Vineyard Networks: sales@vineyardnetworks.com

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PUSHOR MITCHELL
LLP
LAWYERS & TRADE-MARK AGENTS

Company Profile:

Pushor Mitchell is a BC based law firm, with 31 lawyers and a support team of over 85 people, currently serving clients in a variety of areas.

Website:

www.pushormitchell.com

Business Problem:

Pushor Mitchell was experiencing poor internet quality and the inability to definitively classify the traffic on their network. The IT department needed a solid business case to support a proposed network upgrade.

Solution:

Pushor Mitchell deployed Vineyard Networks' Network Information Analytics solution earlier this year. They now have the information to ensure their network is always running optimally and employees have access to the applications to ensure clients are served in a professional and efficient manner.

 **Vineyard**
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www.vineyardnetworks.com