

in a nutshell...

Industry

Beverage Manufacturing

Network Environment

One of the world's largest beverage manufacturers uses the latest manufacturing and process control technology, like its competitors, to reduce costs while maintaining high quality. With a network that spans miles within each facility, the company links process equipment, computerized management systems, inventory and transportation control systems, and the other elements of its operation.

The Challenge

It is vital to maintain the health and high performance of that complicated network. Even small outages can affect shipments or production, and when a company ships over 100 million containers a year, small interruptions can mean big expenses. In addition, collecting and monitoring information about all of its business processes gives the beverage manufacturer the ability to quickly spot trends and respond to changes in business conditions.

The Solution

To address the requirements of integrated troubleshooting and in the search for an advanced network analysis tool, the beverage manufacturer chose EtherPeek NX, WildPackets' award-winning network protocol analyzer, to fulfill its specific requirements.

EtherPeek NX Features Deployed

- Real-time Expert Analysis
- Expert Mapping
- Application Troubleshooting

EtherPeek NX Streamlines Beverage Manufacture's Network Services

One of the world's largest beverage manufacturers uses the latest manufacturing and process control technology, like its competitors, to reduce costs while maintaining high quality. With a network that spans miles within each facility, the company links process equipment, computerized management systems, inventory and transportation control systems, and the other elements of its operation, and it's vital to maintain the health and high performance of that network. Even small outages can affect shipments or production, and when a company ships over 100 million containers a year, small interruptions can mean big expenses.

In addition, collecting and monitoring information about all of its business processes gives the beverage manufacturer the ability to quickly spot trends and respond to changes in business conditions. "Technology helps us reduce our cost of production and allows us to be more dynamic in meeting business requirements," says a network manager, at the beverage company.

The network manager's job is to make sure network problems are quickly found and quickly fixed. "The most significant measurement of success is the basic ability to locate and document system issues," he says.

"Where most businesses struggles with their ability to identify IT issues, we are capable of identifying and presenting the issues to the suppliers. No problem can be identified (and therefore resolved) without a proper and/or solid troubleshooting tool."

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[The EtherPeek NX “Peer Map” and the “Expert”] features, combined with the ability to combine traces, sets EtherPeek NX ahead of the competition.

Using Microsoft COM/DCOM technology and doing integrated system failures troubleshooting, the company found it impossible to properly identify a software interaction issue without a tool that illustrates the interaction between the software. According to an expert at the company, all integrated system failures troubleshooting should include a network analyzer as part of the tool set.

EtherPeek NX, Addressing Troubleshooting Needs

To address the requirements of integrated troubleshooting and in the search for an advanced network analysis tool, the beverage manufacturer chose EtherPeek NX, WildPackets' award-winning network protocol analyzer, to fulfill its specific requirements. "The general market place for the tool vendors does not appear to

About WildPackets

WildPackets develops hardware and software solutions that drive network performance, enabling organizations of all sizes to analyze, troubleshoot, optimize, and secure their wired and wireless networks. WildPackets products are sold in over 60 countries and deployed in all industrial sectors. Customers include Boeing, Chrysler, Fidelity, Motorola, Nationwide, and over 80 percent of the Fortune 1000. WildPackets is a Cisco Technical Development Partner (CTDP). For more information, visit www.wildpackets.com.

WildPackets Training

WildPackets Training offers comprehensive network analysis instruction, meeting the professional requirements of network managers at all levels. All course offerings are available in public venues and as customizable on-site programs. For complete course outlines and schedules, visit www.wildpackets.com/academy.

understand the real requirements of integrated troubleshooting,” the network manager says. “EtherPeek NX is a valuable tool that we use to troubleshoot applications issues. Our use of EtherPeek NX is strictly used for investigative purposes. We use EtherPeek NX primarily in response to system failure but also during our product evaluation process.” The EtherPeek NX “Peer Map” and “Expert” functions are significant contributors to their investigative efforts. The Peer Map functionality allows them to identify points of concern very rapidly. It also helps to establish the behavior of communications in relation to physical network. The Expert functionality illustrates application behavior in a manner that clearly identifies application design issues. It also helps speed the localization of issues to specific applications. “These two features, combined with the ability to combine traces, sets EtherPeek NX ahead of the competition,” the network manager says.

EtherPeek NX

EtherPeek NX is the first protocol analyzer to offer both expert diagnostics and frame decoding in real time, during capture. EtherPeek NX has been designed to help IT professionals analyze and diagnose increasingly diverse volumes of network data, providing precise, contemporary analysis of the problems facing today’s networks.

EtherPeek NX is the only tool you need to manage your Ethernet network. EtherPeek NX has a breadth of features and technological innovation no other tool can offer, including real-time analysis on multiple adapters, Application Response Time (ART) analysis, extensive application protocol decoding, packet generation, alarms, triggers, monitoring, and reporting.

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