

in a nutshell...

Industry

Healthcare

About DaVita

DaVita is a health care services organization that provides kidney dialysis services to nearly 47,000 patients in 33 states.

Network Environment

Using a mix of Frame Relay, ISDN, and DSL-based VPN connections, DaVita's network links an application hosting center in Washington and a network management center in California with some 5,000 PC users at 542 sites across the United States.

The Challenge

In the past, DaVita's IT team used Sniffer DSS to troubleshoot WAN traffic problems, but wanted an integrated solution that could also view problems with application performance, printing, or server time-outs on individual LANs.

The Solution

OmniPeek's ability to support multiple captures and multiple simultaneous users was the answer. In addition, the team can now use OmniPeek and OmniEngine to begin remote capture sessions. Another benefit of the OmniPeek console is that it can be used to analyze local as well as remote segments.

“With Sniffer DSS, I have to stop a capture every time I want to set a different filter. OmniPeek lets you change filters on the fly without interrupting a capture.”

OmniPeek Streamlines Distributed Analysis for DaVita

DaVita is a health care services organization that provides kidney dialysis services to nearly 47,000 patients in 33 states. Using a mix of Frame Relay, ISDN, and DSL-based VPN connections, the organization's network links an application hosting center in Washington and a network management center in California with some 5,000 PC users at 542 sites across the United States. With distributed applications across WAN links of varying speeds, application performance and network time-outs are an ongoing issue for DaVita, and the organization's IT staff includes five network engineers who work full-time to troubleshoot problems on remote network segments.

In the past, DaVita's IT team used Network Associates® Sniffer® Distributed to troubleshoot their WAN network. Looking for more advanced troubleshooting capability, however, led them to WildPackets' Omni Product Family which also allowed them to view and diagnose problems with specific users, servers, and applications.

“[OmniPeek is] a lot better at finding problems as they happen.”

OmniPeek's distributed analysis, real-time troubleshooting, and scalability opened a new world of remote troubleshooting. Unlike other distributed analysis systems, OmniPeek is scalable, using Microsoft Windows Security to manage access privileges to the OmniEngine. “With the OmniPeek console and OmniEngine we can have multiple users go in there and do multiple captures, so there's more flexibility,” Lin said. “Instead of needing two separate machines to do multiple captures by multiple users, or having to kick a user off of a machine, we can have multiple users on one machine at the same time.” Avoiding contention over network troubleshooting tools allows multiple fires to be fought concurrently. Multiple captures allows users to troubleshoot the same issue multiple ways.

In addition, the team can now use OmniPeek and OmniEngine to begin remote captures sessions and leave them running 24/7. “I can just set a monitor on my switch ports and start the capture immediately,” said Lin.

OmniPeek's superior user interface is now reaping dividends for Lin and his team. “With Sniffer DSS,” he says, “I have to stop a capture every time I want to set a different filter. OmniPeek lets you change filters on the fly without interrupting a

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.

capture.” Usability features such as on-the-fly filters, the ability to select packets related to specific nodes, conversations, and expert diagnoses reduce the time to find and fix problems. “It’s a lot better at finding problems as they happen.”

Another benefit of the OmniPeek console is that it can be used to analyze local as well as remote segments, so it’s the only tool Lin needs when traveling with his laptop.

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”

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