

in a nutshell...

Company

A leading developer of hardware and software solutions for monitoring and automating operations at shipping container terminals

The Challenge

Analyzing and troubleshooting wireless networks at shipping terminals so that new 802.11-based Container Terminal Automation Systems can perform to specification

The Solution

WildPackets OmniPeek for Expert Wireless LAN Analyzer

Satellite Telemetry Relies on OmniPeek to Troubleshoot Shipping Ports Around the World

Satellite Telemetry (Aust) Pty Ltd (Sattel) is a wholly-owned subsidiary of P&O Ports, a leading global port operator with 29 container terminals and logistics operations in over 100 ports around the world. Satellite Telemetry develops electronic hardware and software systems (sometimes known as container terminal automation systems) to monitor P&O's container terminal operations in order to improve terminal productivity and security. Satellite Telemetry also sells its monitoring solutions to third party container terminal operators. In recent months, demand for the company's core product, Container Terminal Automation System (CTAS), has been growing rapidly. Satellite Telemetry now has CTAS customers in 17 countries, including Australia, France, Korea, New Zealand, and the United States.

Satellite Telemetry's CTAS solution is typically integrated with the container terminal customer's own 802.11 network. In many cases, the 802.11 network has been installed by novice engineers and does not function to specification—and so neither can CTAS. When issues arise, Satellite Telemetry's installation staff must debug a customer's network and remain on site until the problem is resolved to the satisfaction of terminal management. Maintaining and funding staff to perform this work significantly increases the cost of the project overall.

“...we found that [OmniPeek] had a wider range of analysis capabilities than competing brands.”

To make more efficient use of its deployment staff, and to control overall installation costs, Satellite Telemetry looked for a solution that would allow its installation crews to analyze a terminal's wireless network as soon as they arrived on site. Employing solid wireless analysis technology would enable them to ensure that the network performance was adequate from project start. If the network was found to be under performing, they would be able to clearly demonstrate that fact to the local terminal management before CTAS was installed. As a result, changes could be made to improve network performance, allowing CTAS to perform to specification.

“We selected OmniPeek network analyzer software for this task because we found that it had a wider range of analysis capabilities than competing brands,” states Mike Hildebrandt, Director of Research & Development at Satellite Telemetry. “Our objectives in purchasing 802.11 network analysis software are to quickly determine

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.

any factors that are inhibiting performance of CTAS, to contain costs, and to have our installation staff return in reasonable time to our home base. With OmniPeek, our staff no longer has to be away from home unnecessarily attempting to debug a radio network that is not performing adequately through no fault of our own.”

“We also found that the sales engineer from the local AiroPeek distributor knew a great deal more about the operation of the software than his competitors did for their competing product. This gave us added confidence that we would receive adequate training and support to optimize our experience with and use of OmniPeek.”

About OmniPeek

OmniPeek, WildPackets’ expert wireless LAN analyzer, provides network engineers with the expert diagnostics they need to deploy, secure, and troubleshoot wireless LANs. OmniPeek covers the full spectrum of wireless LAN management requirements, including site surveys, security assessments, client troubleshooting, WLAN monitoring, remote WLAN analysis, and application layer protocol analysis. For more information on OmniPeek and other network analysis solutions, please visit www.wildpackets.com.

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