

in a nutshell...

Industry
Telecommunications

Network Environment

CC Communications serves the residents and businesses of Churchill County with local and long distance telephone service, cellular and wireless services, Internet access including dial-up, and broadband high-speed and digital television.

The Challenge

CC Communications had no direct insight into their vast network. The company needed to be able to identify problems taking place across a broad network of users and fix issues quickly.

The Solution

WildPackets' OmniPeek, which serves a dual role as both a portable network analysis solution and as a software console for OmniEngines. OmniPeek offers an intuitive, easy-to-use graphical interface that engineers can use to promptly analyze and troubleshoot enterprise networks. OmniPeek provides centralized expert analysis for all networks under management. With OmniPeek, IT professionals can also analyze local segments on a portable basis. Using OmniPeek's intuitive user interface and 'top-down' approach to visualizing network conditions, network engineers can quickly analyze faults from multiple network segments, drill down through multiple layers of analysis and pinpoint problems that need correction.

OmniPeek Helps CC Communications Maintain Network Stability

Nevada-based CC Communications has been providing its Churchill County residents with telecommunications services since 1889. Starting as the local telegraph company, CC communications has evolved its offerings and today is a full service telecommunications provider. From basic phone service to dial-up and high-speed broadband Internet access, the company's 12,000 customers have come to rely on the service provider to ensure all communications needs are met without any glitches.

As the organization evolved and its customer base grew, it became difficult for IT managers to monitor and troubleshoot network problems. New IP-based services, such as VoIP and IPTV, along with P2P file sharing applications threatened to slow high-speed Internet connections customers expect.

It was critical that the service provider find a solution that could quickly obtain a holistic view and pinpoint specific areas on the network that were causing problems. In addition, CC Communications needed a product that was easy to deploy within its Cisco backbone and Linux ISP environment.

Based on these specific needs, the company turned to WildPackets and its dedicated OmniPeek hardware, which is part of the OmniPeek Product Family. The product is uniquely designed to meet the ever-changing needs of network engineers and system administrators responsible for the convergence of data, voice and video over wired and wireless networks, as well as performance optimization of mission-critical applications such as ERP, Web, e-mail and virtualized environments.

"The ability for us to view a network with around 5,000 computers at once was virtually impossible," said Gene Ponce, Network Administrator at CC Communications. "In order to better serve our community members, we needed a tool that could serve as an extra set of eyes. OmniPeek does exactly that. The product delves deep into the network and allows us to monitor all that is taking place. Should a problem arise, OmniPeek quickly identifies where and when it is happening. By promptly fixing the issue, our service remains intact and customers are happy."

The OmniPeek Product Family comprises of OmniPeek network analyzers and consoles, as well as distributed OmniEngines, which analyze data at remote locations on the network. Additionally, the product has open APIs

About WildPackets

WildPackets, Inc., founded in 1990, develops network and application analysis solutions that enable organizations of all sizes to analyze, troubleshoot, optimize, and secure their wired and wireless networks. WildPackets has amassed more than 6,000 customers and its products are sold in over 60 countries in all industrial sectors. Customers include Safeway, Boeing, Siemens, AT&T, Motorola and over 80% of the Fortune 1000. For further information, please visit www.wildpackets.com.

WildPackets Academy

WildPackets Academy 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

and a growing family of plug-ins. This makes OmniPeek uniquely designed to meet the ever-changing needs of network engineers responsible for wired and wireless networks and applications such as VoIP, Video over IP and VoWiFi.

“The advanced network analysis capabilities of OmniPeek were the perfect fit for CC Communications’ needs,” said Tony Barbagallo, vice president of marketing at WildPackets. “OmniPeek is designed to serve as an extension of IT teams. It can reach parts of the network that are inaccessible and can report back important issues that lurk within those depths. Those capabilities allow CC Communications to provide a quality of experience that their customers have come to know and expect.”

Since its deployment, CC Communications has a better understanding of what is actually taking place across multiple points on its network. Additionally, the company’s IT team was able to receive quality training on the product from WildPackets in order to fully grasp and utilize all of OmniPeek’s unique features.

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Network Administrator

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