

in a nutshell...

Industry
Tire and Rubber Company

About Goodyear

Goodyear manufactures tires, engineered rubber products and chemicals in more than 80 facilities in 28 countries.

The Challenge

Consolidating its set of network monitoring, analysis, and troubleshooting tools, and shortening find-to-fix times for network problems.

The Solution

In addition to consolidating multi-topology analysis under one product, OmniPeek allows Goodyear to look at packets live while tracing problems – the only tool evaluated that could do this. OmniPeek enables remote analysis of any LAN, WLAN or WAN segment from a single console, and improves IT engineer productivity with an intuitive interface. OmniPeek helps Goodyear do what it takes to remain the tire industry leader.

The Goodyear Tire & Rubber Company Uses WildPackets' OmniPeek

For the world's largest tire company, staying number one means continually creating the best tires for a wide variety of applications, from passenger and racing cars to construction machinery and jet aircraft. Like any industry leader, Goodyear has increasingly relied on its computer network and data center infrastructure to streamline research, development, and production. The job of keeping those systems operating at peak performance falls to people such as Steve Roberts, senior network analyst for the company's RD&E (research, development, and engineering) facility at its headquarters campus in Akron, Ohio. As part of the team managing and troubleshooting the RD&E group's 3000-node Gigabit Ethernet network, Roberts has the job of ensuring optimum service performance, so the hundreds of engineers and scientists who rely on the network and systems can be as productive as possible.

Goodyear's RD&E network supports advanced research and development operations such as finite element analysis and extensive

computer modeling, which are increasingly replacing test manufacturing as a faster and more efficient way to develop new tire designs. In fact, the center's facilities were used exclusively to develop Goodyear's new Assurance line of premium passenger car tires, sales of which helped drive a record \$4.7 billion in sales during the third quarter of 2004. According to corporate communications director Keith Price, the RD&E computing facilities allowed Goodyear to take the Assurance product from concept to production in one year—twice as quickly as the older prototype development process—which meant shorter time to revenue.

But while the RD&E group had been able to successfully streamline its product development process through the use of an advanced computing infrastructure, Roberts' team had been heading in the opposite direction for years. Rather than consolidating its set of network monitoring, analysis,

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—Steve Roberts

Senior Network Analyst

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and troubleshooting tools, Steve's group amassed an extensive collection.

"I think we've got every flavor of analysis tool that was ever manufactured," says Roberts. The assortment included Sniffer, Finisar Surveyor, Fluke One-Touch, Spectrum Console, Net Health, Application Expert, and HP OpenView. While each product had a specific use, it was expensive and time-consuming to train each IT team member on the use of each tool, and the need for multiple tools when solving a single problem meant long find-to-fix times.

In the spring of 2004, Goodyear's IT management launched an effort to consolidate the number of products it used, and network analysis products were part of that effort. WildPackets was on a short list of products evaluated as a way to consolidate multiple analyses, monitoring, and troubleshooting functions under one platform. After testing over the summer, the RD&E team deployed WildPackets' OmniPeek console and OmniEngine Enterprise for Ethernet and wireless networks, and RMONGrabber to relay RMON information to the OmniPeek console. The remote engines perform analysis locally while forwarding information on demand from the OmniPeek console, which is where the user evaluates analytical results during troubleshooting.

"With the OmniPeek console, I can interact with multiple remote engines using the same interface," says Roberts. "I can look at wireless, I can look at Gigabit, and I can look at regular Ethernet without having to use three different products. Other products say you can do this, but they don't work. OmniPeek does."

In addition to consolidating multi-topology analysis under one product, Roberts feels OmniPeek simply outperforms the other products his team had been using. "OmniPeek is the only analysis tool that will let us look at the packets live while we're tracing problems," he says. "Nobody else does that. Being able to look at the packets live and build new filters very easily is very important, because sometimes you can't easily spot a problem unless you can see it happening in real time."

The OmniPeek console's interface shows multiple views of packet streams, enabling IT engineers to see raw packet data, expert-level diagnoses of potential problems, or actual packet payloads. With a tiled screen view, pop-up menus and clearly defined tabs, OmniPeek makes it easy to change the view of a network conversation, sift through a packet exchange, and zero in on specific parts of a capture to make a clear diagnosis. "The product is intuitively easy to use," says Roberts. "I've been doing this for 20 years, and if I was going to design an analysis tool, this is what I'd design."

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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

OmniPeek's visual presentation of packet-level information and network conversations makes it easier to locate critical troubleshooting information, and the product facilitates the selection and creation of packet filters to speed up analysis which is especially important in the complex computing environment at Goodyear's RD&E facility. "OmniPeek is much easier to use, so it cuts down the time it takes to analyze complex problems," says Roberts. "Yesterday, for example, we had people using a web-based application that kept breaking with a 'license unavailable' message. I used OmniPeek to prove what the application was and wasn't doing across the network, and today, 100 engineers are more productive than they were yesterday as a result. I could have solved the problem with other tools, but it would have taken at least another whole day—if not two more days—to resolve the problem."

OmniPeek not only consolidates several functions under one platform, but also offers a good value. "If you compare this with other tools, it offers great price/performance," says Roberts. Based on its experience with OmniPeek products, the RD&E team is planning to let Goodyear's maintenance contracts on other products lapse without renewal.

As for the future, Roberts expects that WildPackets will become an even more familiar product throughout Goodyear's worldwide networks. The corporate computing staff is evaluating OmniPeek, for troubleshooting wireless LAN hotspots, and the plant support group expects to deploy additional OmniEngine Enterprise analysis engines in the company's worldwide manufacturing plants in order to enhance remote troubleshooting capabilities from the corporate IT facility.

In its drive to streamline network analysis and troubleshooting to better support its networks and computing infrastructure, Goodyear is on a roll with WildPackets' OmniPeek Product Family. By eliminating the need for multiple analysis tools, enabling remote analysis of any LAN, WLAN, or WAN segment from a single console, and improving IT engineer productivity with an intuitive interface, OmniPeek helps Goodyear do what it takes to remain the tire industry leader.

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