

# Network Health Check by WildPackets

## Objective

The same care that goes into your own personal health and well being should go into your network. Think about it, so much is riding on your network. Much like the human body, the sooner you can proactively address potential issues, the less likely they are to develop into serious and costly problems.

More and more of your business is dependent upon a reliable, secure, and fast network. Your already stretched IT resources are being asked to do more. WildPackets highly skilled network professionals can perform a quick network health check – anytime, on demand – and make sure your critical infrastructure stays on track.

## When to Use

- Decide when and where to invest scarce IT resources.  
*'When will I need to increase bandwidth? Should I add redundancy? Who can check this for me?'*
- Verify before and after a hardware or software upgrade. '  
*Are we ready for voice/ video? Was the implementation correct? As expected, or do I have other networking issues to consider now?'*
- Focus on a particular application.  
*'Can I move this application processing closer to its users? Which users are experiencing slow downs and when? Can I tune this query causing problems?'*
- Uncover undocumented or unexplained phenomenon across the network.  
*'Oh, that explains why the network is sometimes unavailable to that remote office. Yeah, it usually does happen around the last Thursday of the month...''*
- Verify a Service Level Agreement with an IT vendor.  
*'This guy says his access point is fine, but our experience has not been consistent.'*

### Dedicated Expert

This person becomes part of your team and your resident WildPackets expert who understands your unique environment.

### Proven Method

From the kickoff meeting, through best practices placement, to standardized output and clearly presented analysis – WildPackets has a proven track record of success.

### Customized, Proactive Solutions

Your dedicated expert will work closely with you to implement the right solutions for your environment. Together you will develop customized filters, triggers, and proactive notifications of vulnerabilities that best suit your business needs.

### Knowledge Sharing

WildPackets experts are network engineers, like you. They have broad range of experience in complicated networking environments. They are eager to share the latest about WildPackets products, emerging technologies, and IT operations best-practices.

## ACTIVITIES

- One point of contact for WildPackets technology questions.
- Access to someone who knows your network and understands your needs.

- Increases chances for greater success against your true needs.
- Minimizes chances for costly mis-diagnosis or re-work.

- Foresee and avoid potential issues before they occur.
- Save costs associated with post problem identification and resolution.

- Increases productivity of current team.
- Enables optimum efficiency, availability, and reliability of all your network services.
- Objective second opinion, reference, or verification.

## BENEFITS

## Remote Check-Ups

Maintaining health is not a one time event. In addition to eating right and staying active, routine visits to the doctor are important, especially for less visible, often more serious conditions. Likewise, WildPackets encourages periodic network check ups by a third party expert that knows your environment to make sure you network stays robust.

After WildPackets performs an on-site health check, remote check-ups are a great way to make sure everything keeps running smoothly. These can be performed quickly by analyzing trace files, focusing primarily on any changes to the network since the last check. Output consists of the updated standard report so it is easy to spot trends and anomalies.

Benefits:

- Supports ongoing, changing demands of your business.
- Uncovers trends, needs, and potential issues before they become serious issues.
- Frees your team to focus on core business.
- Helps ensure your return on investment.

## Method

### To Be Completed Prior:

- Customer Representative assigned and available for entire engagement.
- Documentation of segments and applications to be studied accompanied by a network topology map.
- Physical and virtual access to the network segments, servers, and services to perform desired analysis.
- Some networks may require special taps, splitters or other specialized tools in order to perform the desired analysis. This may require special preparation in advance.

### Activities:

- Project Kick-Off meeting, prior to on-site visit
- Dedicated engineer – through both on-site and remote stages
- Verification of segments, applications to be studied
- Document any special analysis requests, or expected outcomes
- Review expectations for report output
- Conduct network data captures
- Perform data analysis
- Prepare and deliver standard report, including executive summary
- Share hands-on best practices
- Transfer knowledge throughout

## Deliverable

Each health check will produce a standard report:

### 1. Overview

- Problem Statement/ Or Baseline
- Executive Summary

### 2. Environment

- Network
- Application(s)
- Capture Configuration

### 3. Usage Characteristics

- Client Expectations
- Use Cases (if applicable)
- Observed Behavior (as applicable)

### 4. Findings (varies slightly with problem statement)

- Utilization (Max/Min/Avg)
- Protocol Distributions, including Broadcast and Multicast Traffic
- Latency/ User Experience/ Apdex scores
- Observed Errors, counts
- Top Users, Nodes
- Unexpected/ Curious Traffic
- Other defined by client?

### 5. Conclusion

- Summary
- Predictions (if applicable)
- Recommendations (as applicable)

### 6. Appendix (related data)

## For More Information

Contact [wpconsulting@wildpackets.com](mailto:wpconsulting@wildpackets.com) or call 925.937.3200 and ask for WildPackets Professional Services.

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