

# WildPackets Professional Services

## Enhance Your Network Investment

WildPackets offers a full spectrum of professional services, available on-site or remote, to help customers make the most of their network infrastructure investment. The WildPackets Professional Services team stands ready to partner with you to maximize your network performance and to minimize your network downtime. WildPackets technical instructors, network systems engineers, and custom software developers can help you design, build, manage, and secure a better network for your business.



### KNOW

- Public Classes
- Web-Based Training
- On Customer Location
- Technology AND Product Focus

#### Knowledge Transfer

### APPLY

- Consulting
- On-site Troubleshooting
- Trace File Analysis
- Deployment Assistance
- Application Performance Analysis

#### Work on YOUR Network

### INTEGRATE

- Custom Engineering
- Automate Your Environment
- Write Your Own Driver
- Create Your Own Business Application

#### Enhance Value

## Commitment to The Customer

Services at WildPackets starts with your business. What business does your network support? How fast? How many? How secure? What is the cost of downtime? Is the network ready for Voice over IP? Is your staff ready? Our expertise can immediately help you isolate pain points, offer alternatives, and provide a vision for where to invest.

WildPackets understands how central the network is to business today. We also understand that there are seemingly countless technology solutions, with more arriving every day. Regardless of your specific business needs and topology, we are committed to helping you realize the most from your network investment.

## Individual to Enterprise

Whether you need help with solving a specific network problem now or you are designing a multi-national network, WildPackets has a solution for you. From tailored on-site training designed to serve your particular topology, to web-based classes delivered to students around the world, WildPackets can meet your need. The experts in Consulting and Custom Engineering, who provide the specific implementation solutions for enterprise customers, pass tricks of the trade to the individual system engineer via the MyPeek Community Portal.

## Wealth of Knowledge

From wired to wireless, from wide area to Gigabit, from core to edge—WildPackets lives, breathes, and sleeps networking. Our instructors and engineers all working together provide an incredible body of knowledge. They are constantly studying the market, tinkering with technology, solving problems for your competitors, and pushing the envelope of efficient and secure network management.

These network gurus can't help going beyond the call. They live to satisfy a customer by making his network better. Sending a trace file from your network to a WildPackets remote consultant not only solves an immediate issue, but it may also uncover other characteristics of your network that were harder to see or may become problems in the future that you need to know about.

*"We called on WildPackets' services team for backup with an unusual support situation and they quickly responded to help resolve our issue. The team of people that helped us with this complicated issue was professional and very thorough in their analysis"*

—Dan Diliberti,  
Business Development,  
DENSO North America

# WildPackets Training

WildPackets Training offers comprehensive network and protocol analysis training, meeting the professional requirements of corporate, educational, government, and private network managers. Our education methodology is centered on practical applications of protocol analysis techniques across a spectrum of network topologies. Instruction is available in a public classroom setting, via the web, or as an on-site course that can be tailored to your specific business.

Course offerings are organized by field: wired, wireless, and now - voice over IP. In each track, instruction goes beyond rote operation to include topics and labs that focus on understanding the underlying technologies, building problem solving skills, and developing network management methods that work.

Introductory courses provide the foundation for a range of advanced offerings in specialized topics from custom protocol decodes to wireless security. More experienced network engineers adopting WildPackets for the first time may also select one of the WildPackets 'Product Immersion' courses to come to speed quickly on the full suite of features, functions, and applicability of the product. For complete course outlines and schedules, and pricing, visit [www.wildpackets.com/services/academy/courses](http://www.wildpackets.com/services/academy/courses).



Course: **WP-200/WP-200W**

Title: WildPackets 24x7 Real Time Analysis

Duration: 2 Days Public or Onsite  
4 Days Web-Delivery

Description: This course introduces students to the WildPackets technology in conjunction with methodologies for network management and troubleshooting. Through a combination of lecture and in-class activities, students will learn how to capture, analyze and troubleshoot network traffic using OmniPeek. The course also includes the topics of Decodes; Data Capture; Statistics; TCP and UDP conversations.

Course: **WP201/WP-201W**

Title: Advanced Network Analysis and Troubleshooting

Duration: 3 Days Public or Onsite  
4 Days Web-Delivered

Description: This course dives deeper into protocol analysis, particularly a more thorough understanding of TCP/IP and related protocol variants, both benevolent and nefarious. It builds on the troubleshooting concepts in WP-200 to include long-term statistics gathering, monitoring, and general network health. The in-class activities are a bit more advanced, often combining concepts in more complex scenarios for students to decipher. Successful graduates from this class will be ready to immediately apply skills in real-world environments. Prerequisite: WP-200

Course: **WP-202/WP-202W**

Title: Advanced Wireless LAN Assessment and Analysis

Duration: 3 Days Public or Onsite  
4 Days Web-Delivered

Description: This course dives deeper into wireless protocol analysis, particularly a more thorough understanding of wireless management, security, TCP/IP and related protocol variants, both benevolent and nefarious. It builds on the troubleshooting concepts in WP-200 to include long-term statistics gathering, monitoring, and general wireless network health. In-class activities are more advanced, often combining concepts in more complex scenarios for students to decipher. Successful graduates from this class will be ready to immediately apply skills in real-world environments. Prerequisite: WP-200

Course: **WP-203/WP-203W**

Title: VoIP (Voice over IP) and Video Analysis and Troubleshooting

Duration: 3 Days Public or Onsite  
4 Days Web-Delivered

Description: Using OmniPeek with enhanced VoIP capabilities, the course provides an in-depth understanding of network and protocol architecture for real-time voice and video transmission via data networks. Students completing this course will understand common VoIP issues and solutions, including pre-deployment assessment, performance inhibitor analysis, and problem resolution. Through a combination of lectures and hands-on exercises, students will learn practical methods for analyzing voice and video communication in IP-based networks, and will be prepared to make sense of the emerging VoIP technologies, Quality of Service measurements, and the competing standards in today's converged network market. Prerequisite: WP-200

Course: **WP-401**

Title: SDK Extensibility

Duration: 2 Days Onsite Only

Description: The course is about 50% lecture and 50% exercises. We will perform the following exercises:  
Create plugins using the wizard and add various analysis and UI functionality; Create a decoder using the decoder language; Create a C++ Decoder Plugin; Copy and change a Protospec; Compile and extend a a client/server OmniEngine Plugin.

Contact [training@wildpackets.com](mailto:training@wildpackets.com) if you have questions or need additional information.

# WildPackets Consulting

## On-Demand Network Expertise

WildPackets network engineers are ready to help you with your network. From on-site setup and configuration to remote trace file analysis, these highly-qualified industry experts can quickly measure the health of your network, solve those hard-to-isolate network issues, and provide recommendations for future infrastructure investment. Working with appropriate confidentiality, they often know more about your network and your business from one trace file, than the people relying on the network for business applications.

## On-Site Consulting

There is no substitute for having the network expert on-site studying your issues and talking with your people. In a matter of hours, you will learn things you never knew about your network. WildPackets on-site troubleshooters have solved long-standing network challenges for numerous clients in both the private and public sector. They have developed network capacity plans and helped optimize the network infrastructure to better support mission critical applications.

## Remote Consulting

Challenging network problems can also be solved without an on-site visit. WildPackets will work with the client over the phone, via email, through WebEx sessions, or other means to help solve the client's issues. Trace files may be passed back and forth. If permitted, a WildPackets engineer may even connect to the client's analyzer over a Virtual Private Network or other secure wide area link and perform remote analysis. This is a great way to perform network 'health checks' and see if the network is behaving as expected.

## Mentor Services for Small Shops, Too!

Peek Mentor is an excellent way to get another 'set of eyes' on a trace file and learn from WildPackets seasoned network engineers. Essentially, this is buying 2-3 hours of one-on-one time with a WildPackets network engineer. Our protocol analysts will review your trace file and schedule a time for an online WebEx session to discuss analysis methods and specific issues related to your capture file and your network.

## Engagements

### Rapid Deployment

WildPackets provides a targeted service package to make sure customers get up and running quickly and correctly. For smaller sites, this may take only a day or two. For enterprise customers, this may involve a 'train-the-installer' session and then follow-up with remote support once product has been deployed in the field and can be checked for proper operation. This service includes placement, configuration, operational verification, business specific alerts/triggers, and a point-in-time check for major network anomalies.

### Predictive Usage Analysis

WildPackets experts help customers understand the impact of proposed changes to the network such as adding new segments, new users, and new applications. WildPackets engineers can also determine the required capacity and optimal network equipment configurations to lower life cycle costs, address future growth, and improve quality of service. At the conclusion of a project, we provide detailed network analysis and optimization reports with easy to understand explanations and recommendations for the future. This service helps to reduce infrastructure and operational costs, while ensuring that applications, systems, and networks perform reliably and efficiently.

### Firewall Audit

At most organizations, the firewall is the first and only obstacle for an attacker intending to access the organization's resources. Therefore, it is vital that the firewall is properly configured and does not allow unauthorized network traffic. It is common that the firewall rule set, that regulates what's authorized or not, becomes a complex matrix and it is not uncommon that something is forgotten, neglected or that the organization has opened up too much to avoid complexity. WildPackets offers an experienced and credible third party review of the firewall configuration and rule set. Not only does this often make your network safer, it ensures that the configuration is correct and matches the desired firewall policy.

## Network Configuration and Validation Services

Inside the firewall, WildPackets can architect and create policies for best practice network configuration validation and auditing, including network security policies (e.g., IP routing domains, QoS, IPsec tunnels, prefix filters, and ACLs). The entire network model is tested against an established set of rules to identify problems that may result from improper configurations or protocol conflicts. In addition, tactical changes can be validated in an operational network prior to implementation.

## Wireless Site Survey and Security Analysis

WildPackets will report on wireless networks using wireless 802.11 abg Wi-Fi. Access points or wireless cards are often installed with insecure configurations. WildPackets' on-site auditing/penetration testing service, identify and secure these easily compromised set ups, ensuring that wireless networks are secure.

- Identify wireless threats
- Assess wireless security through actual packet analysis
- Identifying sources of RF interference with OmniSpectrum technology
- Examine indoor and outdoor wireless network implementations
- Plot wireless signal leakage and channel usage
- Detect and locate rogue networks
- Analysis of wireless specifications and security implementations

## Third Party, Objective Referee

When problems occur in complex environments and large organizations, it can sometimes be difficult to develop a rapid, effective solution, in part because of the separation of responsibilities. For example, issues may arise between an access point vendor and a handheld vendor. Or, internal issues between application staff, network staff, and data staff. WildPackets has the expertise to identify and resolve problems when multiple vendors or departments are involved.

For additional information about upcoming service offerings tailored to meet the needs of the 21st century network, visit WildPackets online at [www.wildpackets.com](http://www.wildpackets.com).

# WildPackets Custom Engineering

WildPackets understands that one size does not fit all. Moreover, we all face new challenges everyday. The WildPackets Custom Engineering Group (CEG) performs software development and systems integration, complementing WildPackets products and enhancing the capabilities of Network Operations Centers. The CEG gives you the opportunity to apply the knowledge and expertise of WildPackets engineers to your specific business needs and integration projects. What have you been looking for that will turn your network into a greater revenue generator?

## Philosophy

Your business comes first. You define the success measures. Then WildPackets uses rapid prototyping techniques, a commitment to industry standards, and a lightweight methodology of discreet, iterative phases to make sure that projects stay on track and meet your business needs. In each phase, the CEG works closely with the customer to establish clear milestones to measure progress and success. Lessons learned from CEG engagements feed directly into the development of new features, products, and services at WildPackets.

## Benefits

- **Results.** The CEG brings new features to market fast, providing competitive advantage to the customer. The CEG can also accelerate a customer's own development projects.
- **Expertise.** WildPackets engineers and consultants provide industry-leading knowledge to address the unique needs of customers.

- **Integration.** The CEG integrates disparate IT systems and applications, realizing new business efficiencies.
- **Agility.** The CEG increases the ability of customers to respond to new market opportunities and changing IT requirements.
- **Coverage.** The CEG offers solutions that address all the business goals and IT requirements of the customer.

## Sample Engagements

### • **Systems Integration**

The CEG can make the most of the extensive Software Development Kit (SDK) and Application Programming Interfaces (API) in WildPackets products to automate tasks and optimize performance in your environment.

### • **Driver/Adapter Support**

For a fixed fee, the CEG can develop a new driver or new remote adapter to work with WildPackets products.

### • **Feature Requests**

The CEG is able to respond to feature requests in a timely manner, providing a competitive advantage to the customer. As an example, CEG added new features to our wireless products to solve security, access and location challenges for a large federal agency.

### • **Business Applications**

CEG developed a specific 'latency monitor' as a separate but integrated part of WildPackets products for a large network service provider whose business was dependent on not dropping any packets.

## MyPeek Community Portal

### Extensible Product

WildPackets offers a Software Development Kit and extensive APIs you can use to build solutions that best meet your business needs. At WildPackets, we know we can't imagine all the possible uses of our award-winning network analysis technology. We know that customers often like to create their own solutions, using their knowledge of their precise business requirements and network topologies. Through our extensible products and the community support, we give customers the means to realize the custom solutions they need for business success.

### Community Support

Many types of applications for monitoring, troubleshooting, and reporting have already been built. Search for information, download samples, or post questions on our forums. You will quickly discover valuable resources and places to share knowledge. More importantly, you will find the support to build your own business application.

## WildPackets, Inc.

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, 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](http://www.wildpackets.com).

## WildPackets Distributed Analysis Solutions

WildPackets® distributed network analysis solutions give network engineers real-time visibility into every part of the network simultaneously from a single interface, including Ethernet, Gigabit, 10 Gigabit (10G), 802.11a/b/g/n wireless, VoIP, and Video links to remote offices.

WildPackets solutions comprise OmniPeek® network analyzers and consoles, as well as distributed OmniEngine™ software probes, TimeLine™ and Omnipliance® network recorders, and OmniAdapter™ analysis cards, which continuously capture, analyze, and store data at remote locations on the network.



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