



NSRI Accelerates Problem Resolution with ExtraHop Application Delivery Assurance



ExtraHop Reduces Troubleshooting Time by 70% for Global Transportation Corporation

BENEFITS

- Reduced troubleshooting time by more than 70% by providing a comprehensive systems view
- Improved network and application performance by more than 60%
- Provided improved visibility for capacity planning and virtualization roll-out plan
- Supplied data that was not readily available with standard network tools

“The ExtraHop Application Delivery Assurance system is used extensively at NSRI for increased visibility and faster troubleshooting. We have seen outstanding results. ExtraHop has helped us bridge the communication between the application support and network teams, resulting in reduced MTTR, lower operational costs and improved customer satisfaction.”

—Kurt Shubert, Application Support Manager, NSRI(USA), Inc.

Customer Profile

NSRI is the internal IT service provider for one of the world’s largest container transportation and shipping companies. NSRI provides IT support services for a global fleet, facilitating vessel scheduling, container booking, bill of lading document processing, manifest creation for worldwide custom agencies, as well as supporting a wide array of shipping portal EDI exchanges.

Situation

NSRI supports a large number of mission-critical applications that span the globe. Like any large IT organization, the NSRI team manages a complex application environment across Unix, Linux, Windows, and AS400 platforms (both physical and virtual), spanning a mix of databases technologies including Oracle, MS SQL, Sybase and Gemstone. On top of this heterogeneous infrastructure layer, NSRI has developed as well as acquired a set of complex and diverse custom applications that are core to their parent’s global shipping business, from container tracking to bill of lading processing.

With such a fast-moving environment and a multitude of legacy applications, application support often is very challenging. Experts across multiple teams are frequently pulled into long sessions to jointly diagnose troublesome intermittent issues that extend across various technology silos. This is costly to the business and can impact customer SLAs.

Solution

The ExtraHop Application Delivery Assurance system, the industry’s first fully application-aware network appliance, was deployed at NSRI to provide visibility for all technology tiers across the entire application environment. After a rapid 15-minute deployment, the ExtraHop system begins to automatically discover and classify all network servers and applications. With deep protocol understanding, the ExtraHop system presents a complete view across all 7 network layers and highlights protocol-specific performance metrics for tens of thousands of transactions simultaneously. In a completely passive fashion, the ExtraHop system monitors all transactions in real time and proactively alerts on potential problems, eliminating the need for network engineers to sift through mountains of offline packet dumps. When issues arise, the NSRI team turns to the ExtraHop system first to get an overall picture of all connected applications, networks and databases. From there, they navigate to more advanced metrics that help pinpoint the source of intermittent problems. This dramatically reduces the troubleshooting time for all teams involved, and improves performance and availability of mission-critical systems and applications.