



**THE QUEST FOR BETTER NETWORK
& APPLICATION PERFORMANCE**

WHITE PAPER

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FOREWORD: PROFILE OF THE RESPONDERS

- Organizations which took part in the survey employ between 300 and 7 500 employees.
- 32% of them have an international private network
- 96% of them have more than 2 remote sites
- 54% of them have 2 datacenters or more
- 64% have an IT team of 10 people or more
- 57% have at least 5 employees dedicated to their IT infrastructure, and a minimum of 2 network engineers.

INFRASTRUCTURE: DO MORE WITH LESS

In a difficult economic context, the organizations interviewed in our survey consider their IT department as a support function for their core business. For half of them, infrastructure projects find their motivation in improving the user productivity and reducing costs.

We notice that:

- 57% of the organizations have requested to their IT team to provide more services with less resources
- 39% have experienced a IT budget decrease in 2010
- 32% have experienced headcount cuts (at the company level)
- 67% had spent their entire IT budget for the year 2010 before October.

The main mission of the network & infrastructure teams is to provide all users with a high quality of service in terms of access to the applications and network availability. To achieve this, much work has already been engaged such as:

- VOIP has been deployed in 57% of the organizations interviewed
- Virtualization has been adopted by a vast majority of them (72%)
- Visio conference is used by 28% of them.

Despite an unfavorable economic context, IT managers have to conduct improvement & optimization projects to reduce operating costs (e.g. implementation of visioconference to reduce travel expenses).

PERFORMANCE, A NEW PRIORITY FOR THE NETWORK ADMINISTRATORS

While managing their network on a daily basis, administrators pay attention to network performance metrics. Among the 8 priorities mostly quoted by them, the first ones are:

- Priority #1 is to measure response times
- Priority #2 is network performance

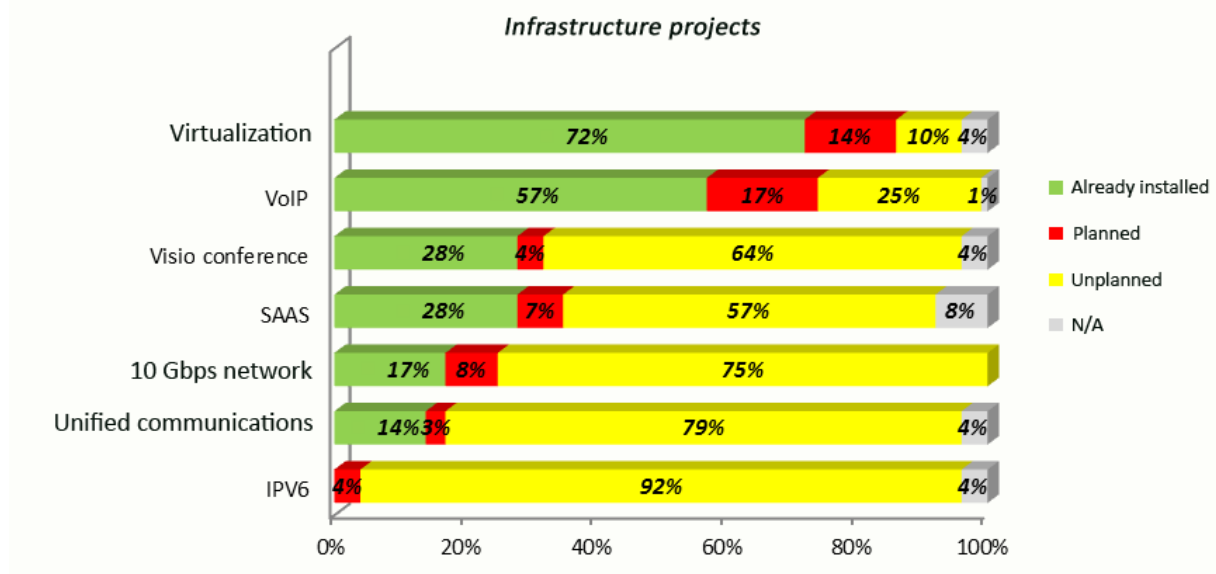
	Measuring the bandwidth consumption	Measuring response time	Monitoring network performance	Monitoring applications performance	Processing user complaints	Knowing application deployment impact	Knowing the application behavior over the network	Diagnosing root-causes of an application issue
Priority 1	22%	35%	4%	17%	10%	4%	8%	0%
Priority 2	0%	11%	43%	25%	12%	3%	3%	3%
Priority 3	11%	18%	3%	18%	13%	26%	11%	0%
Priority 4	14%	3%	3%	7%	30%	0%	25%	18%

This shows clearly that network administrators are under an increasing pressure from users. Business Critical applications are getting more and more numerous so a performant IT infrastructure is definitely an essential part of the business efficiency.

We observe that measuring performance (network & application) is now an important part of the network administrator's duties. Furthermore, many CIOs evaluate their network managers on this basis. They need to achieve always higher levels for operational availability and IT efficiency. Therefore, they focus their activity on network performance, application response times and on the impact of new applications on their infrastructure.

NETWORK PROJECTS ARE FOCUSED ON BUSINESS APPLICATIONS

VOIP and virtualization are now widely deployed. More than one respondent out of 5 does not foresee any large project in the near future. Only the VoIP implementation and virtualization gets close to 20% of the respondents, when no other infrastructure project quoted (unified communications, visio conference, SaaS, IPv6, 10Gbps network) gets mentioned by 10% of the respondents.

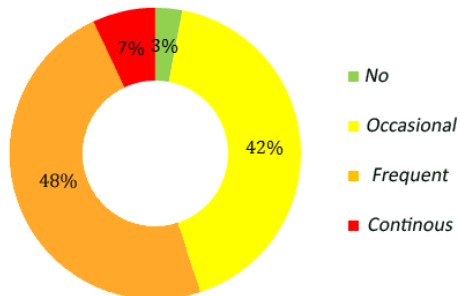


70% of the projects are linked to strategic applications for the business, like Enterprise Resource Planning or HR solutions. Only 17% of the network teams have a project related to VOIP and 7% to SaaS implementation.

ALL INVOLVED AGAINST NETWORK & APPLICATION SLOWDOWNS!

SLOWDOWNS: A RECURRING ISSUE

Frequency of Network and applications performance issues in the last 6 months

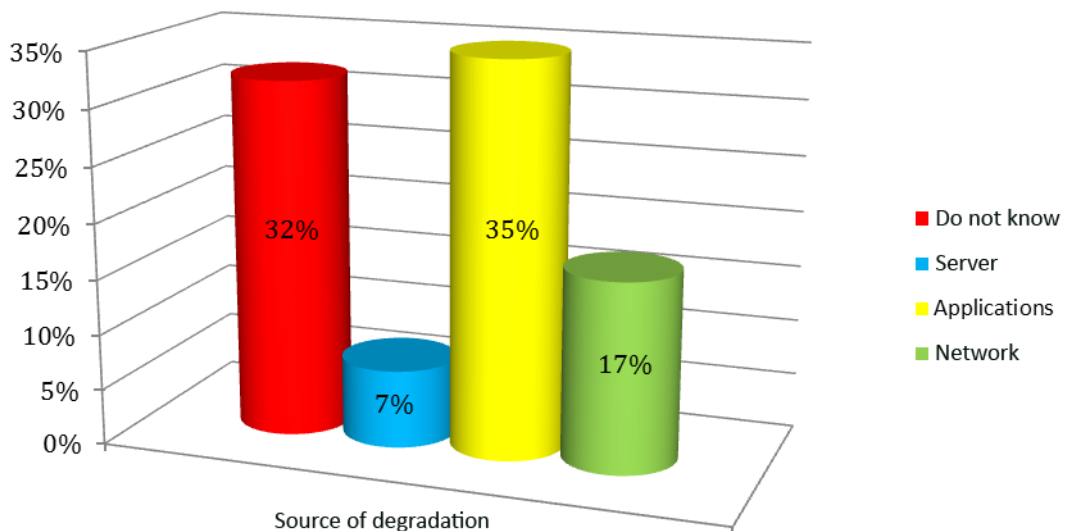


In the last 6 months, **96% of the network teams have experienced slowdowns**. For 7% of them, they are even permanent; for 48% they are occasional and for 42% they are frequent. Performance degradations spare no team.

NETWORK OR APPLICATION? A "TRICKY QUESTION"

Network teams confirm that it is often hard to tell where the degradations come from. Nevertheless, they assert that 35% of the slowdowns are due to applications and 17% to the network infrastructure. 32% of the network administrators concede that they cannot identify the origin of degradations precisely.

Identification of slowdowns sources



In most cases, network teams are unable to diagnose precisely the origin of the slowdown. When they can identify it, the anomaly is very often out of their direct perimeter.

THE IMPACT OF MISFUNCTIONS REMAINS OUT OF CONTROL

For 53% of the IT managers, slowdowns are **an important and recurring issue** which can induce a lot of internal & external productivity losses.

For 78%, the slowdowns have a huge impact on user productivity.

IT managers consider slowdowns have a significant impact and generate productivity losses at the business user level, as well as in their own team. Indeed the two most solicited teams to resolve degradations are network team for 39% and applications team for 35%.

For 30%, slowdowns have an impact on the customers.

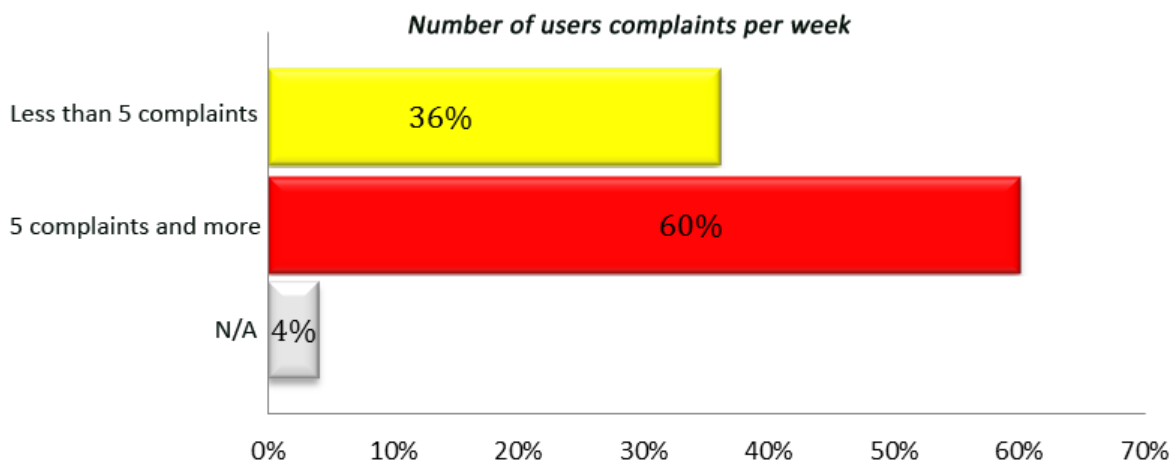
IT departments and executives agree that network and application slowdowns have an impact on external customers. This value explains how difficult it is to evaluate the impact of IT system dysfunctions beyond user complaints.

The impact of performance degradations on the turnover is still hard to evaluate.

Even if it is quite easy to evaluate the impact on user productivity, it is much harder for IT managers to measure the impact of the financial results of their organization. Only 18% know that degradations had an impact on the organization's incomes but cannot evaluate for which amount. 22% do not know if this has been the case.

USER COMPLAINTS: TABOO!

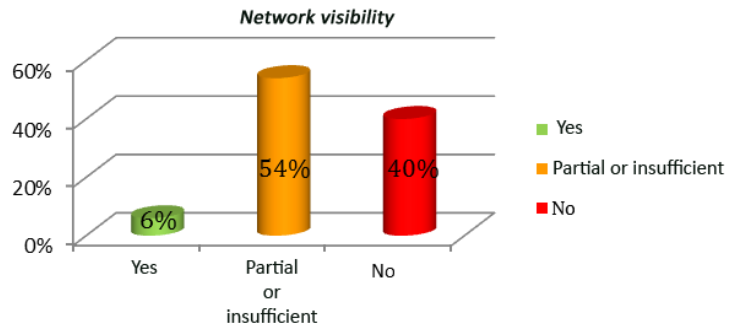
Even if user complaints come 4th in the ranking of network administrators concerns, they are part of their day-to-day life.



Our survey reveals that **the main source of user complaints comes from applications (42%)** and followed distantly by workstations (14%). We notice that local network and WAN only collect respectively 8% each. This tends to deny the famous end-user complaint: "the network is slow".

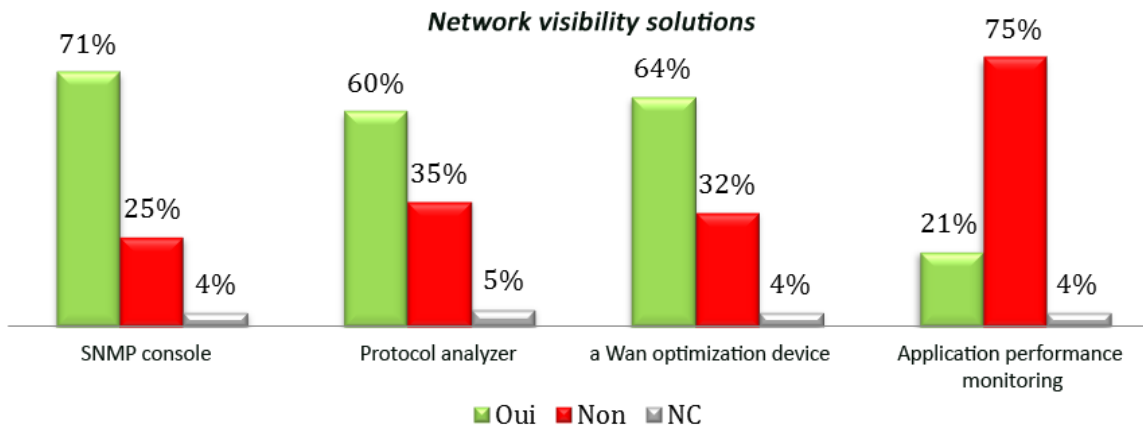
NETWORK VISIBILITY: STILL IN THE FOG!

More than 50% of Network teams claim that they suffer from a lack of visibility on their network. For 40% of them, they feel blind when it comes to understanding network usage. **94% of the network administrators feel they have not a good visibility of their network.**



They have some understanding of their WAN and internet traffic through tools provided by their telecom operator or firewalls, bandwidth optimization devices. Face interviews we have made, showed that this visibility is insufficient in terms of coverage (especially on the LAN) as well as in granularity (no response time data and not enough details).

71% of the respondents have a SNMP console, 60% a protocol analyzer and 64% a WAN optimization device. Given these results, it seems that none of these tools are suitable for monitoring and network visibility. We note that only 21% of the network teams use a solution that provides satisfactory results on application performance on the network.



COLLECTED DATA

This survey has been conducted between September 1st, 2010 and February 27th, 2011. SecurActive surveyed 112 entities based on a 15 points questionnaire. The face to face interviews have involved IT managers, network managers and administrators in France and Western Europe. The respondents are for 43% in the private sector, 30% local government and 27% from healthcare organizations.

ABOUT SECURACTIVE

SecurActive is a European vendor of application and network performance analysis solutions. SecurActive develops and sells Performance Vision. Performance vision is a pragmatic and easy to use solution which helps IT teams to have a global visibility on both network traffic and application & network performance. Today, more than 500 customers in Europe use SecurActive solutions to manage in their daily network. For more information, visit the SecurActive website at www.securactive.net