



About the company

Founded in 2001, Micron21 Pty. Ltd. has grown from the status of a reseller to become a full-fledged datacentre based in the outer east part of Melbourne, Australia. They own and control the entire infrastructure, enabling them to provide fully managed cost-effective services with the flexibility to provide custom solutions tailored to each individual client no matter how big or small. The clients benefit from an extremely fast, secure and redundant network along with world class around the clock support.

Problem

Over the years, the reputation and client base of Micron21 grew, and alongside it, the bandwidth requirements also grew. The dramatic surge in traffic volume made it difficult to obtain a visual representation of the network and its utilization in real-time.

Solutions

A solution to this problem, Micron21 relied on a basic SNMP network solution to gain this visual representation. This allowed them to classify network interface utilization based on 5 minute averages to display a graph that could be used to analyze the nature of traffic across the network.

As Micron21's network continued to expand, and the amount of utilized bandwidth rapidly increased, it became more difficult to analyze and classify the traffic patterns. With the possibility of an attack from both inside and outside the network, it had also become difficult to locate the source and destination of traffic across the network.

Having network utilization reports that updated every 5 minutes became inadequate to meet their requirements, with traffic classification not as swift as it should be to ensure smooth network management. Real-time network visualization became Micron21's top priority, and thus an investigation began to find a replacement product. Although somewhat useful it was shown that SNMP monitoring was not quite as effective as they would like. Micron21 began using Wireshark, and although first thoughts indicated an effective solution, it was found to be far too informative for what they required.

NetFlow technology

Micron21 began looking into the capabilities of NetFlow, and it became clear with demonstrations on CISCO routers of how effectively NetFlow could provide a visual representation of traffic across Micron21's network. NetFlow technology was now able to provide Micron21 with a wealth of important information to effectively monitor their network. Over time the amount of information began to prove valuable in identifying the source and destination of attacks across the network, and thus further identifying that Micron21 had made the correct decision on the right technology.

Furthermore Micron21 required further information from CISCO interfaces, including a history of events, traffic reports and any other analytical information that was available. After choosing the NetFlow technology, Micron21 began evaluating software vendors on the market including Arbor Peakflow, Plixer Scrutinizer and Manage Engine NetFlow Analyzer.

The critical factor that the vendor software had to meet, was to be able to provide Micron21 with a real-time graphical representation of their network. The software also had to meet the following further needs:

- ★ Display what is currently occurring across their network,
- ★ Display where traffic is coming from,
- ★ Display where traffic is going to,
- ★ Display what protocols are being utilized.

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The Result

In the words of Micron21: "In our evaluation there was only one clear winner, Manage Engine NetFlow Analyzer. The software was quick, simple and provided us relevant information on exactly what was happening on our network at that instant, as well as providing an array of history and analytical based functions and features. Manage Engine Netflow Analyzer provides Micron21 with the ability of near real-time visibility on any important interface of precisely where the traffic is coming from, and where it is going. Furthermore, it also gives us the ability for our own customers to login and view their own traffic within their IP group exactly in the same way, providing real time information to the complete metrics of any data traveling over their IP range.

Today Manage Engine NetFlow Analyzer has matured, and includes security modules which help classify attacks on the network by alerting us anomalies as they occur in real-time, allowing our network administrators visibility on exactly what is occurring right now within our network."

In short, as a datacentre operator Micron21 highly recommends the use of Manage Engine Netflow Analyzer to provide in-depth real-time information on your network!"

Customer's Voice

"...The entire ManageEngine NetFlow Analyzer team is dedicated to improving the product by adding new features, not just fixing bugs! We are always excited about receiving new features and benefits as the software matures which provide our customers even greater analytical information into their data usage on our network..."

James Braunegg
Micron21



About ManageEngine

ManageEngine provides affordable software for management and provisioning of networks, systems and IT applications. With a broad product portfolio and an active customer base ranging from enterprises, equipment vendors, and service providers, we provide cost-effective solutions to modern day IT management problems.

ZOHO Corp is present at Pleasanton, CA with offices in NJ, MA, India, UK, China and Japan and has a well-trained partner base around the globe.