ManageEngine | NetFlow Analyzer
Enterprise Edition

Distributed Monitoring at Ease

About the company

Boston Properties is a fully integrated, self-administered and self-managed real estate investment trust that develops, redevelops, acquires, manages, operates and owns a diverse portfolio of Class-A office, including one hotel. The Company is one of the largest owners and developers of Class-A office properties in the United States, concentrated in five markets - Boston, Washington, D.C., Midtown Manhattan, San Francisco and Princeton, N.J. Boston Properties currently monitors over 80 sites.

The business Challenge

The network manager at Boston Properties considered it critical to view information regarding the health and availability of the network, at a glance, without spending hours on a daily basis using alternative methods. There was also a need to drill down into the devices to find the root cause of a network slowdown. The exact cause can be pinpointed by viewing the top applications, who are the top talkers and conversations, and finally, what time was the application used. In addition, the specific need to see if the VoIP packets were given proper DSCP marking to ensure its priority, by them and the carriers.

So the search began for a tool which:

- Would give a network snapshot at a glance
- Drills down into the devices, interfaces to view top talkers (source, destination, conversation etc.), applications etc.
- Gives visibility of the DSCP markings
- Distributed monitoring of branch offices
- Highly scalable, keeping future installations in mind
- Affordable

Solution

Among the various products evaluated, ManageEngine NetFlow Analyzer was the only solution offering everything Boston Properties wanted and much more. At first the ability to evaluate the product for 30 days with all features led them to pick NetFlow Analyzer for serious evaluation. Using NetFlow Analyzer they were also able to

see if the VoIP packets were marked correctly. "We were struggling to get the exact details such as source, destination and the time on which certain applications were used. Once we had ManageEngine NetFlow Analyzer, we were able to get the precise information in minutes" says Richard Peirce, Manager of Network Services at Boston Properties. They were also able to drill down into devices and interfaces to get a better view of the network traffic behavior at customizable time frames. The unexpected bonuses were the ability to create threshold violation alert profiles and automatic scheduling of reports, which saved the networking team the time spent on mundane everyday check on the network status. With the alert profiles set, they can wait to be intimated in case the threshold limits are violated. With schedule reports, they were able to generate weekly, monthly reports on critical devices to analyze the bandwidth utilization trend. Currently they monitor 80 sites and they are confident that the numbers will increase and NetFlow Analyzer will stand up to the challenge.

> *"Ability to create threshold violation alert profiles and automatic scheduling of reports has saved our team significant time in our daily work and enabled us to redirect our energies to higher valued activities. ManageEngine NetFlow Analyzer has become a significant resource for our networking team "*
>
> *Richard Peirce,*
> *Manager of Network Services,*
> *Boston Properties.*

The business result

"ManageEngine has benefitted us more than we expected or anticipated. Longer time with the product, has translated into more practical and impactful uses." says Rich. The advanced application recognition by deep packet inspection using Cisco NBAR has helped them identify and track down applications using dynamic port, which would, otherwise, have gone unnoticed. The identification and thus blocking that application has

increased the bandwidth for mission critical applications and preventing them from investing more on bandwidth and thus cutting costs. Credits to ManageEngine!

About ManageEngine NetFlow Analyzer

ManageEngine NetFlow Analyzer is a bandwidth monitoring and network forensics tool that provides an in-depth visibility into network traffic and its patterns, NetFlow Analyzer gives business knowledge of real-time network behavior and how traffic impacts the network's overall health. NetFlow Analyzer gives detailed information on network bandwidth usage pattern for traffic analysis, capacity planning and making policy decisions. By drilling down into the specific applications, users, ports or communication network managers are able to determine the exact source of spikes and bursts and therefore able to proactively monitor, control, and take informed decisions.

About ManageEngine

ManageEngine is the leader in low-cost enterprise IT management software. The ManageEngine suite offers enterprise IT management solutions including Network Management, HelpDesk & ITIL, Bandwidth Monitoring, Application Management, Desktop Management, Security Management, Password Management, Active Directory reporting, and a Managed Services platform. ManageEngine products are easy to install, setup and use and offer extensive support, consultation, and training. More than 30,000 organizations from different verticals, industries, and sizes use ManageEngine to take care of their IT management needs cost effectively. ManageEngine is a division of ZOHO Corp, Inc.For more information, please visit www.manageengine.com.

ManageEngine provides affordable software for management and provisioning of complete networks, systems, and IT applications. With a broad product portfolio and an active customer base ranging from enterprises, equipment vendors, and service providers.

ManageEngine has emerged as a very affordable and high quality alternative to expensive software that is common in this industry.

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