

# Avenir télématique Success Story

## Customer Overview

Ate is a French company with over than 25 years of expertise in hosting and telecommunications. The company provides IS outsourcing, email, backup, managed dedicated hosting, as well as IP transit solutions. Performance and uptime of the network backbone are critical for the company's operations.

## Business Challenges

For a managed service provider such as Ate, stable and highly reliable connectivity is extremely important. Before deploying Noction's IRP, the company experienced outages and degraded network performance that adversely affected the operation of its managed hosting environment.

Ate assumed that since they had top-tier providers, they wouldn't have persistent performance problems. In reality, networks are experiencing lots of important events a day that go unsolved because they fall below of being total outages, and they happen too quickly to effectively troubleshoot and react to.

Company's management was concerned by engineering time spent on network troubleshooting and customer care. Instead of implication in strategic projects, rolling out new services (IPv6), implementing ITIL for network operations, engineering team was working on the operational issues.

High operational costs was also a subject of Ate's concern. Their bandwidth bills were huge, mainly because of the high backhaul transport cost, as their data centers were operated 200km away from the major Internet hubs.

Current Ate providers don't price bandwidth at a simple flat rate. Transit pricing model usually offers tiered levels of bandwidth, with a minimum commitment and a higher burstable amount. Thus, companies pay the same amount regardless of usage up to a certain point, but can use more bandwidth at peak times at different, usual higher price. Keeping bandwidth usage at a certain commit level was also a challenge.

## Summary



### Customer name:

Avenir télématique

### Industry:

Hosting Solutions Provider

### Location:

Villeneuve-d'Ascq, France

### Business Challenges:

- Improve network availability
- Increase engineers' operational efficiency
- Maintain predefined bandwidth usage under specific commit levels

"Noction's IRP contributes to our ability to deliver a consistent network at a reduced cost."

**Maxence Rousseau, CTO**

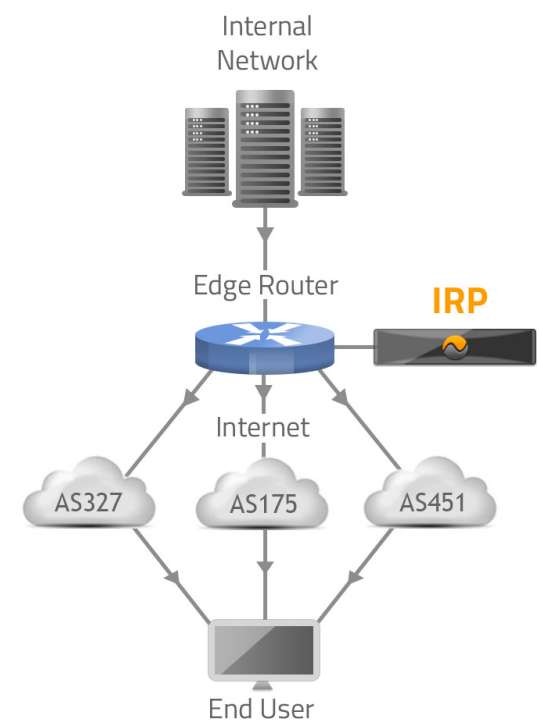
### Results

- Improved network stability by automatically rerouting network congestion and blackouts
- Improved operational efficiency by bandwidth and productivity savings and reduced labor costs
- Predictable bandwidth commits

## Solution

Noction IRP is a complete network monitoring and troubleshooting solution, which makes it easy to quickly detect, diagnose, and automatically resolve performance issues.

The platform sits in the network and gets a copy of the traffic from edge routers, passively analyzes it for specific TCP anomalies, and also actively probes remote destination networks for metrics like latency, packet loss, throughput, historical reliability. It computes a performance or a cost-improvement network traffic engineering policy, and applies the new, improved route by announcing it to the network's edge routers via a traditional BGP session.



## Results

Troubleshooting network problems was a very time-consuming process. With Noction IRP, Ate can now analyze its providers' network performance in real-time and automatically reroute network congestion, outages, and blackouts.

Noction IRP adds the ability to generate massive cost savings by intelligently leveraging inexpensive transit providers whenever possible, and more expensive providers only as necessary, to meet the service performance requirements, thereby driving down the overall blended bandwidth rate.

Noction addresses bandwidth commitment challenge with the Commit Control, a feature that incorporates billing structures into the policy models, so that IRP can analyze route-control decisions in terms of marginal costs and benefits.

The overall effect of implementing Noction IRP in Ate's network resulted in improved network stability and performance, solid cost savings and a payback period of just several months. Areas for cost savings include improved network stability, improved operational efficiency, productivity savings and reduced labor cost, better network insight and overall competitiveness increase.

Contact us for more information:

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[www.noction.com/demo](http://www.noction.com/demo)

"The main value of this product is to help identify problem areas outside of our network, before end users notice them. Our route optimization box frees up our staff."

**Maxence Rousseau, CTO**