

TESSCO Technologies Relies on Observer® for Network Monitoring and Proactive Planning

Total Source supplier of wireless equipment uses award-winning network analysis solutions for local and remote problem resolution

TESSCO Technologies Incorporated (Nasdaq: TESS) is a leading value-added supplier of the critical products, services and solutions required to build, run, maintain, and use wireless voice, messaging, data, video, and tracking/location systems. TESSCO is Your Total Source® supplier of network infrastructure equipment, mobile devices and accessories, and test and maintenance equipment and supplies. TESSCO serves a broad and diverse customer base that include public network operators, carriers, and their program managers and contractors, large industrial and commercial enterprises, government agencies, professional service firms, resellers, and consumers through its Global Logistics Center in Maryland and American Sales and Logistics Center in Nevada.

For resolving networking problems between the company and the customer, Network Engineer Tom Weir uses Network Instruments' Expert Observer®. When customers report issues connecting to the TESSCO web site, Weir uses Observer to diagnose and quickly settle the problem.

Reconstructing conversation streams from the application layer

"If the customer is concerned about speed, Observer helps me isolate if the problem is on my end or the customer's end," said Weir. "This is easily done by reviewing the number of retransmits and TCP conversations. I use Observer to look at the connection and the details of the connection. With Observer, I then reconstruct the conversation, not just from the layer 3 or layer 4 perspective but also from the application layer."

While many administrators see a network analyzer as a reactive tool, Weir appreciates Observer's proactive capabilities. Features such as Triggers and Alarms allow him to stay on top of network issues.

"Triggers and Alarms helps with specific troubleshooting purposes," said Weir. "For example, I can setup Observer to sound an alarm if there are escalating HTTP 500 server errors—this allows me to investigate what is happening and notify the appropriate people before the issue turns into a larger concern."

TESSCO uses Network Instruments' multi-instance probes for remote monitoring.

"Remote troubleshooting is another benefit of Observer," said Weir. "We also have a center in Reno. By simply installing a probe in this location, I can look at traffic and diagnose issues remotely."

Long-term trending helps determine QoS strategy

Trending and reporting capabilities helps Weir take the guesswork out of setting Quality of Service across low bandwidth links.

"Observer helps me determine how much bandwidth we are sending to a hosting center, allowing me to implement an appropriate QoS strategy," said Weir. "In this respect Observer goes beyond monitoring and maintenance and becomes more of a planning tool, providing us with intelligent data to make better business decisions."

About Network Instruments

Network Instruments provides in-depth network intelligence and continuous network availability through innovative analysis solutions. Enterprise network professionals depend on Network Instruments' Observer product line for unparalleled network visibility to efficiently solve network problems and manage deployments. By combining a powerful management console with high-performance analysis appliances, Observer simplifies problem resolution and optimizes network and application performance. The company continues to lead the industry in ROI with its advanced Distributed Network Analysis (NI-DNA™) architecture, which successfully integrates comprehensive analysis functionality across heterogeneous networks through a single monitoring interface. Network Instruments is headquartered in Minneapolis with sales offices worldwide and distributors in over 50 countries. For more information about the company, products, technology, NI-DNA, becoming a partner, and NI University please visit www.networkinstruments.com

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In summary...

About TESSCO Technologies

TESSCO Technologies Incorporated is a value-added supplier of the product solutions needed to design, build, run, maintain and use wireless systems. TESSCO is committed to delivering, fast and complete, the product needs of wireless system operators, program managers, contractors, resellers, and self-maintained utility, transportation, enterprise and government organizations. As Your Total Source® supplier of mobile and fixed-wireless network infrastructure products, mobile devices and accessories, and installation, test and maintenance equipment and supplies, TESSCO assures customers of on-time availability, while streamlining their supply chain process and lowering inventories and total costs. To learn more, please visit TESSCO.com.

Challenge

Network Engineer Tom Weir desired a network monitoring and troubleshooting solution that could help pinpoint and resolve network issues between the company and the customer.

Solution

Using Expert Observer's stream reconstruction, Triggers and Alarms, and trending and reporting, Weir was able to easily detect and diagnose networking issues. The organization also invested in several Network Instruments' remote monitoring probes to resolve issues at external centers.

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Tom Weir
Network Engineer
TESSCO

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