Case Study

Libraries

Resolve bandwith issues by prioritizing content

CUSTOMER:
Corpus Christi Public
Libraries
Texas, USA
(300 Users, 6 locations)

CYMPHONIX PRODUCT:
Network Composer DC30

Corpus Christi Public Libraries

Situation

Located on the gulf coast of Texas, Corpus Christi is a sun drenched playground for avid watersport enthusiasts and touts a local culture deeply rooted in history and the arts. Corpus Christi Public Libraries serves residents through the La Retama Central Library as well as five additional branches – with all sharing a mission to freely provide information to people of all ages and backgrounds. The library serves an immediate population of approximately 280,000 people and currently employs a staff of 85 individuals.

Corpus Christi Public Libraries operate 300 computers on a T1 Internet connection. Approximately two-thirds of the PCs are available for public use at workstations throughout the campuses while two locations provide wireless Internet access to users choosing to utilize a personal laptop. The network is primarily used by the library staff to access Corpus Christi's Library Automation System – also known as an integrated library system or ILS – to order and acquire new resources, catalog, circulate, track and shelve materials. The network additionally is relied upon to provide the public with access to research materials and popular websites like MySpace and YouTube.

Challenge

Corpus Christi Public Libraries began noticing a dramatic shift in bandwidth consumption in 2005 as content-intensive sites like MySpace and YouTube became popular. As the demand for Internet access continued to grow, the library's network became progressively sluggish each month. For more than two years, the five library locations dealt with lagging network speeds that would only subside when the library was closed.

"We initially upgraded our connection from a fractured T1 to a full T1 between our locations which increased download speeds slightly; however, it was nowhere near as fast as we had hoped," commented Alex Hatley, technical specialist for Corpus Christi Public Libraries.

"We looked at moving to a T3 but it would have cost an additional $40,000 to $50,000 per year - which was completely out of our budget and, not to mention, a short term solution at best. Had we made that much bandwidth available, our users would have found a way to consume it and we would have been right back where we started...looking for yet another solution."

Corpus Christi Public Libraries were also in the process of building a sixth location, which would strain the already taxed network even further.

Hatley added, "During the busiest hours of the day, our network was operating

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at less than dial-up speeds. Since our bandwidth was already maxed out, and we were adding another branch, I knew I needed to implement a long-term solution."

Solution

Hatley knew he needed to integrate a product that would allow him to manage the traffic traversing the libraries' network. After looking at a number of products that claimed to manage bandwidth, Hatley was introduced to the Cymphonix Network Composer by value-added reseller IS-Systems of San Antonio.

> "It was very exciting to watch as our bandwidth usage became controlled and the spikes in consumption were far less severe than they had been before. Web pages are actually loading during the afternoon, a peak time at the libraries!"
>
> Alex Hatley, Technical Specialist
> Corpus Christi Public Libraries

"Through my research, I found that other solutions required users to purchase multiple components, which ultimately would have cost more in the long run - in order to achieve the same results that Cymphonix could provide in a single solution," said Hatley. "I attended an online demonstration with IS Systems and I immediately knew that the Network Composer was what I needed to manage our network."

Hatley also found Network Composer's content filtering to be an added value, since the library's contract with its previous content filter provider was about to expire and the implementation of a Cymphonix solution would eliminate the added annual maintenance expenses associated with the previous software.

Success

Corpus Christi Public Libraries quickly and effortlessly integrated a Cymphonix Network Composer DC30 into its network and immediately began to

monitor traffic and establish content policies. Hatley used Cymphonix's advanced controls to create three groups to govern the libraries' shaping rules and immediately saw a marked difference in network performance.

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The Cymphonix Network Composer revealed that streaming media accounted for consumption of 30 percent of the libraries' available bandwidth. An even larger percentage was being consumed by online communities, pornography and gaming sites. By giving Hatley the ability to prioritize bandwidth consumption, Cymphonix has allowed Corpus Christi Public Libraries to optimize its Internet connection so that public browsing does not negatively impact the business-necessary ILS. Finally, by automating the libraries' Internet policies, Cymphonix ensured that the productivity of administrators, employees and visitors is never affected by lagging network speeds.

See for Yourself

See how Network Composer delivers visibility, security, and performance in one reliable package. Contact your Authorized Cymphonix Reseller for an online demonstration or call or email Cymphonix at 866-511-1155 or sales@cymphonix.com

About Cymphonix

Cymphonix Corporation, headquartered in Sandy, Utah, uses patentpending Cross-Layer Intelligence™ (XLi™)technology to provide unmatched network threat protection and resource optimization. With the powerful XLi engine, Cymphonix products seamlessly integrate network protection, application performance, and traffic visibility into a single, easily managed solution. Leading the Cymphonix product line is Network Composer, a smart gateway appliance that helps organizations understand at a glance who is abusing network resources and with what applications – enabling problems to be corrected instantly through a clear, easy-to-manage interface.

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