



University of British Columbia's Network Goes the Distance with InterMapper

InterMapper's Quality of Service (QoS) Monitoring Helps Deliver Distance Learning

CASE STUDY

"It's the only monitoring tool we use. We slice and dice the network in many ways using over 100 maps that monitor thousands devices and go down to all Ethernet switches."

—Dennis O'Reilly
Senior Network Analyst
University of British Columbia

CUSTOMER:

The University of British Columbia (UBC) educates over 40,000 students. Its medical school students are distributed across the Province.

CHALLENGE:

Network managers are responsible for delivering video-conferencing services on schedule and without interruption.

SOLUTION:

Via 100 linked network maps and QoS monitoring, InterMapper has helped UBC become a model for other universities offering distance education.

Snapshot

The University of British Columbia's Fraser Medical Program assigns students to local hospitals and clinics in remote areas. Instruction is delivered via video-conferencing. Maintaining accreditation requires that classes be delivered on time – networked video-conferencing equipment has to be reliable and available. InterMapper maps network connections and monitors quality of service and gives technicians in all locations the information they need to proactively maintain operations.

The Challenge

"We're short of doctors in British Columbia, especially in northern communities," says David Lampron, Technical Operations Manager for the Vancouver Fraser Medical Program at the University of British Columbia. That's why medical students are distributed across Canada's largest Province to learn in hospital and clinical settings. It's also why video-conferencing has become such a critical part of UBC's educational delivery strategy.

Medical students and faculty rely on advanced video-conference lecture theatres

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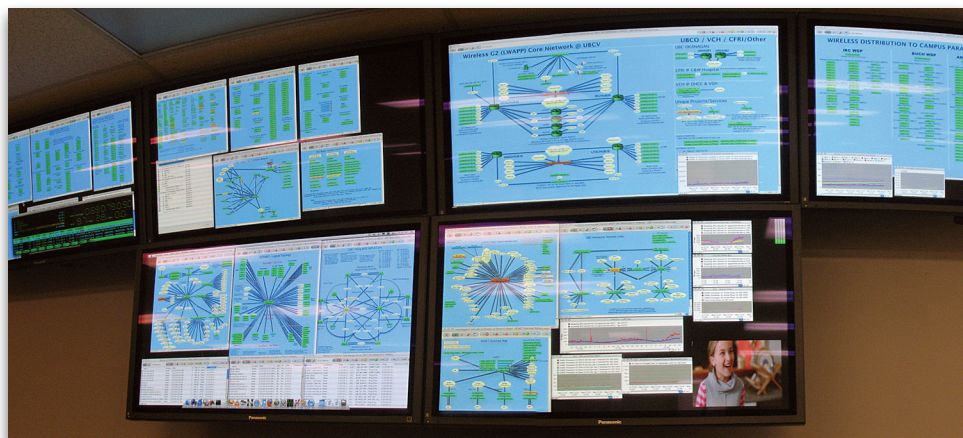
for required classroom instruction. Given the number of people involved and importance of maintaining a required schedule, there is no room for glitches.

“Classes have to be available,” says Dennis O’Reilly, Senior Network Analyst. “It would be a disaster to lose a connection.”

tools we have, we don’t have to convince people to use InterMapper,” says O’Reilly. “They gravitate to using it.”

The Result

Now, over 80 staff use InterMapper RemoteAccess for real-time information on network performance and device



ABOUT DARTWARE

Dartware is a leading developer of network monitoring, mapping and alerting software. Our flagship product, InterMapper® is an easy to configure and fully featured management tool. It is integrated with a reporting package, a Layer 2 discovery module and a robust NetFlow analyzer. Available for major operating systems, these innovative tools earn quick return-on-investment by proactively notifying administrators to potential hardware, software and bandwidth issues that could cause business interruptions. Powered by an extensive library of probes, its color-coded maps and graphical reports provide a real-time view of any device on the network. More than 25,000 IT professionals worldwide use InterMapper as a cost-effective way to maximize network uptime.



66 Benning Street, Suite 7
West Lebanon, NH 03784 USA
877.276.6903
info@intermapper.com

www.intermapper.com

The Solution

Having replaced HP Openview (InterMapper provides the functionality UBC requires at a fraction of the cost), InterMapper was already being used to point out potential problems across UBC’s vast network. “It’s the only monitoring tool we use,” says O’Reilly. “We slice and dice the network in many ways using over 100 maps that monitor thousands of devices and Ethernet switches.”

It took only 2 – 3 days to point InterMapper at UBC’s video-conference equipment: Tandberg and Polycom Codex boxes and their Ethernet switches. Cisco 2811 routers were attached to the same switches as the Codex boxes to facilitate IP SLA testing. O’Reilly also wrote an IP SLA probe (which is now available in InterMapper) to monitor and report on jitter, latency and packet loss.

Network maps were created so that technicians in remote locations could see what was happening on their portions of the network. “Unlike a lot of other

status. “They typically blamed the network for problems that were usually caused by the video system,” says O’Reilly. “If they didn’t have access to InterMapper, I would have spent the rest of my life figuring out problems for them.”

UBC has expanded services into clinical locations throughout the Province and dedicated monitors display InterMapper maps that cover the Fraser Medical Program’s network. “The probe delivers data that offers first-level troubleshooting capability in an environment where we have no administrative authority or control,” says Lampron.

O’Reilly says that UBC’s use of InterMapper has been a huge success. In fact, the \$15 million project that connects 3 university centers and 6 health authorities is now being used as a case study for other universities. O’Reilly sums it up: “The feature set that InterMapper provides is the one most universities require in a network monitoring tool.”