

Case Study: AbeBooks.com

Highlight One tool does the whole job

Background AbeBooks.com, the world's largest online marketplace for books, lists for sale over 100 million new, used, rare, and out-of-print books from more than 13,500 booksellers. AbeBooks offers a range of services including dedicated support, inventory management software, and five international sites to reach global markets.

Pain Point Because AbeBooks is an Internet-based business, network efficiency is critical. If they're not online they're out of business, and if their network is bogged down, their sales and profits suffer. John Palmason, Senior Network Administrator, says the company was using a number of open source tools to monitor the network, but wanted a single powerful tool to do it all. "I was recording metrics for month and day usage, and in some cases spending hours recalculating data files. I wanted something that would give me the essential information in a one-page summary, with graphs and details when we want them."

“ Within five minutes we were receiving data, and within 24 hours we had usable intelligence for the business cycle of a day. ”

John Palmason, Senior Network Administrator, AbeBooks.com

Implementation Palmason says the process was quick. "When the box arrived, it took 20 minutes or so to install it. Within five minutes we were receiving data, and within 24 hours we had usable intelligence for the business cycle of a day."

Outcome TOTAL VIEW ONE pinpointed several issues in the AbeBooks network so swift action could be taken. "We have used TOTAL VIEW ONE many times to track down unusual behavior on our internal LAN as well as our WAN ports," said Palmason. "As network manager, I have found this tool invaluable for tracking down misconfigured workstations, network errors and other resource issues that require immediate attention."

TOTAL VIEW ONE also shed light on retail traffic patterns. "We're a 24/7 online ecommerce site, and TOTAL VIEW ONE is great for seeing network events and trends in the middle of the night. For instance, we can track and prevent anyone from conducting automated searches across our sites that could slow our processes."

Palmason says the reporting has been a great success. "When my managers ask for metrics, they want them as soon as possible. These days I'm confident I can provide them accurate, useful, meaningful metrics in a timely manner."

