

Internet Solutions

Internet Solutions Uses Qualica's UEM Solution to Measure and Test Service

The Client

Internet Solutions (IS), part of the Dimension Data group, has a massive presence in southern Africa. IS deliver end-to-end connectivity solutions and related services to more than 80 percent of South Africa's top businesses. They also provide web-based solutions across the African continent.

The Challenge

Network performance is mission-critical to a business of this nature, which is driven by the demands of its clients.

IS required accurate, real-time network performance-monitoring statistics to understand the performance of its network, across all connectivity media. This is to ensure optimal service delivery of their local and international network services.

In addition, IS wanted to constantly benchmark itself against its competitors, both local and international, to ensure it continued to offer market-leading products and services.

The Solution

IS deployed the Throughput and Latency Network Performance Monitoring from Qualica.

This solution provides detailed metrics of network performance across geographic regions, differing connectivity media and a variety of Internet service providers (ISPs). This enables IS to gain proactive visibility into network performance.

Monitoring is active in real-time with an interactive graphic user interface, allowing both business and technical teams to view results.

"Qualica ensures that a constant set of rules is used to test different networks, providing valuable information that works for us." says Royden Dall, General Manager of Broadband Internet Solutions.

Internet Solutions recommends Qualica's services to its blue-chip clients. "We have walked the road with Qualica and their service has been superb," says **Royden Dall, General Manager of Broadband Internet Solutions.** "They are also a nice bunch of guys and we have always had good service from the support desk."

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The Result

"It is very difficult to pinpoint if the fault resides with the client's line, our network, or the site from which he is trying to download," says Dall. Qualica's solution enables IS to determine if its network is at fault or to eliminate this as a possible factor.

Qualica's measures uncover performance bottlenecks and provide guidance for optimisation. This valuable information is vital for rapid problem-solving, enhanced service delivery, increased brand perception and better customer retention.

IS now benefits from constant, objective measures of how both its networks and services are performing and how they measure against competitors. "The information also allows us to see trends, for example we can compare performance today with that of three months ago," says Dall.

Accurate, objective performance analysis enables Internet Solutions to proactively manage their service delivery and ensure its offerings retain the competitive edge.