



The Specialist

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## Case Study: SMC Pneumatics Australia



Established in 1966 initially as a joint venture, SMC Pneumatics Australia became a wholly owned subsidiary in 1980. With the head office located in Castle Hill, NSW, the company now consists of a national network that has engineering, marketing, logistic and administrative divisions to support sales offices, distributors and customers throughout Australia. The

company manufactures an extensive range of pneumatic technology including air cylinders, compressed air dryers, large compressed air filters, control system, railway and transport systems.

### Challenges

Some of SMC's sites across Australia, are located in areas where cost-effective high-speed access to their private network is challenging. Meanwhile, the WAN carried voice and all the usual corporate data traffic including mail, web browsing, corporate files and data from supported applications.

There were a variety of issues regularly experienced by SMC. Their Internet provider offered poor support and data costs were skyrocketing as their data subscription was often well exceeded. Network performance would abruptly suffer or applications would stop responding altogether, necessitating the involvement of SMC's three IT staff members to isolate the problem. Despite stringent usage guidelines and policies regarding email and Internet usage, rogue users were still able to make their presence felt on the network.

### Solution

In view of the multitude of issues being experienced by SMC Pneumatics Australia, the solution implemented by The Specialist was a multi-layered one and makes solid use of the highly effective systems, facilities and knowledgeable staff employed by The Specialist. The main facets of the solution include:

- A speed upgrade of the branch links
- Replacement of the DSL links at the head office with a fibre channel connection
- Removal of the VPN connections that were overlaid on top of the leased private WAN connections
- Improved QOS of the network traffic.

- Detailed monitoring including sophisticated reporting and alerts for abnormal conditions
- Isolation of Internet traffic to an upgraded, offsite, Internet connection.

### Outcomes

The solution has been in place for a few months now, and SMC Australia IT Manager, Malcolm Fuller remarks,

*"It's going great at the moment...Before we changed over to the new system, we had ongoing issues that lasted for a long, long time...Now we have no problems."*

Fuller is impressed with the team at The Specialist, whose entire engineering staff are all Cisco-certified and have so far been well up to the task of managing SMC's network. He is also appreciative of the way that The Specialist has vehemently championed SMC's causes to the various service providers involved.

The WAN performance has improved markedly and the separation of the Internet connection to The Specialist's data centre is proving particularly effective, despite the introduction of video-conferencing facilities to staff members. The improvements in the quality of service and overall performance far exceeds any increase in monthly subscription fees. Fuller observes,

*"We're still a little bit over contended if everybody hammered it...but it doesn't happen."*

When asked about the end-users' feedback, Fuller responds, *"Well they've stopped complaining."* On the other hand, identifying rogue users, devices and applications are now simple tasks with the reporting options available on the monitoring system.

SMC Pneumatics now have full visibility into how much, who is using what and when, allowing SMC, among other things, to subscribe to suitable data plans, further improving the returns on their most recent investment.

Interface Name	IN Traffic	OUT Traffic	Alerts
ALBURY	0%	972.96 bps	1%
BELLMONT	0%	9.15 Kbps	2%
DATA CENTRE	17%	677.95 Kbps	8%
HINDMARSH	1%	12.61 Kbps	2%
LAN	5%	527.5 Kbps	8%
NOTTING HILL	1%	30.54 Kbps	2%
THE SPECIALIST	0%	10.22 bps	0%
TOWNSVILLE	0%	2.4 Kbps	2%
VIRGINIA	1%	19.12 Kbps	1%