MuleSoft values productivity more than anything, so when network performance issues led to declining employee productivity, they turned to Nyansa to create and fine-tune an excellent user experience.

MuleSoft wanted to move beyond the bare minimum of having a ‘reliable’ network – they wanted to be able to anticipate emerging problems and fix them before they became fires.

But, with existing monitoring tools, the network team was always on the back foot, waiting for problems to be reported and then sifting through data and correlating logs to identify a root cause. HelpDesk lacked the training and expertise to use more in-depth network monitoring tools and even resolvable tickets were often escalated to senior network staff.

MuleSoft needed a platform that would give them insight into the entire network, allowing them to fine-tune the network with precision. They needed a solution that would allow them to act proactively and then track the impact of those changes with quantifiable metrics.

Dissatisfied with the limitations of their existing monitoring tools, MuleSoft was looking for a solution with greater insight,

GREAT EXPECTATIONS

Today’s digital enterprises require a consistently high-quality level of performance across both wired and wireless networks and MuleSoft’s offices were no exception. But all too often, employees would ignore persistent network issues or wait days to report them.

The IT team was working in the dark, waiting for users to raise a red flag before addressing any problems. Network connectivity issues stood in the way of MuleSoft’s high productivity culture and open office workspaces.

In their San Francisco office, MuleSoft IT attempted to fix a lagging network that was continually acting up despite their best attempts at architecting and fine-tuning.

Suspecting it might be a technology issue, Andrew McAllister, Senior Network Engineer, looked to Nyansa to track and measure the impact of a potential vendor change.

“\nWe had a myriad of tools... looking in five different places to find what was wrong required an expert.\n\n– Mike Hamilton, Head of IT, MuleSoft\n\n"
The proposal was to replace hardware produced by Vendor A with Vendor B. Overall, this change would affect ~14 offices globally, with new offices in the pipeline. The total investment would be hundreds of thousands of dollars.

To test the impact of this change, McAllister converted just one office into a test site using Vendor B’s APs. Using Voyance, he saw an immediate impact: the number of clients experiencing Wi-Fi performance issues plummeted from ~54% to just 9%. With quantifiable results in hand, McAllister was able to get the green light to replace all the existing hardware and better negotiate contracts with vendors.

“With Nyansa, I knew the outcome of the change”
~ Andrew McAllister, Senior IT Operations Architect, MuleSoft

**USE CASES**
- Wired and wireless performance management
- Capacity planning
- Justifying impact of infrastructure changes
- Improved user satisfaction
- Proactive network remediation

**REQUIREMENTS**
- Analysis of every client network interaction
- Insight into end-to-end user performance
- Vendor-agnostic data analytics platform
- Scalable solution
- Ability to baseline all network services & apps
- Automated network data analysis

**RESULTS**
- Improved Wi-Fi client performance by 45%
- Identified and confirmed hardware issue
- High user satisfaction
- Proactive troubleshooting
- Engaged support team

**ABOVE:** Nyansa’s Voyance shows sudden decrease in percentage of clients experiencing Wi-Fi issues from ~54% at peak to 9% after hardware replacement.
PUTTING USER EXPERIENCE FIRST

Both McAllister and Hamilton point to Nyansa’s user-first focus as a game-changer that differentiates analytics from monitoring.

Instead of sifting through logs and data from monitoring tools, IT teams can search by user or device on Voyance and immediately gain access to all aspects of the network, as seen by that user/device. Voyance stores granular data from the last two weeks, allowing teams to better troubleshoot past incidents.

With insight into every device on the network (wired and wireless), MuleSoft has been able to proactively address emerging issues on the network and fine-tune the network to improve productivity.

“Searching through logs is like finding a needle in a haystack,” explains Hamilton, “I can’t tell you the number of times we didn’t know anyone had an issue… What I really want to be told is “Karen is having network issues due to channel utilization on AP-4-12.”

BELOW:
A screenshot from Voyance shows every node of the network from the client’s perspective, including common attributes (AP, AP group, OS & version, RF band, Radio Channel, and SSID) as well as pinpointing potential root causes observed.
Now, regardless of whether or not an incident was reported, MuleSoft can see problems as they occur at any point on the network and work to resolve them. It’s increased user satisfaction and improved company culture.

Voyance has had a tremendous impact on MuleSoft’s support team. “Before Voyance, we had a myriad of tools... looking in five different places to find what was wrong required an expert” says Hamilton.

Since Voyance gives clear intelligence about the user’s issues on the network and suggests steps to remediation, support staff can now singlehandedly resolve more incoming tickets and have worked to reduce escalation to senior IT personnel.

Voyance has reduced the need to turn to conventional monitoring tools, because its ability to analyze the network from access to application has made it the first stop for the MuleSoft team.

MuleSoft now has insight into every node on the network, for every device, all analyzed within one platform.

“The impact here at MuleSoft for us is that, whether or not someone reported an issue, we can let them know we saw it and worked to fix it.”

– Mike Hamilton, Head of IT, MuleSoft