NETBEEZ®

Detect network problems before bank tellers do.

Managing Hundreds of Branches' Network Uptime Remotely: A Banking Case Study

An Old Industry Under Disruption

The banking industry is undergoing major changes due to the introduction of new technologies, competitors, and more demanding customers.
The 2017 Digital Banking Report revealed that the top three trends for 2018 will be: Removing friction from the customer journey, the use of AI and cognitive computing, and improving multichannel delivery.

Improving the Digital Experience

Having an enterprise-grade network is a key piece of the digital experience puzzle for banking customers. Whether a customer is visiting a branch or interacting with an online banking portal, the network must perform and be reliable.

Industry

Banking

Use Cases

Wired and WiFi sensors are deployed at branch offices to verify:

- Network connectivity and bandwidth
- WiFi coverage for in-branch services
- Banking applications performance

Products

BeezKeeper - Dashboard
WiFi Beez - Monitoring Sensors
Wired Beez - Monitoring Sensors

Challenge

Provide maximum uptime and optimal performance at remote branches, both on wired and WiFi networks.

Results

Banks were able to reduce downtime as well as IT staff's and resources thanks to:

- Real-time and historical network and application data and analytics
- Intuitive dashboard to quickly troubleshoot WAN problems
- Reduced track rolls to troubleshoot remote

Having a stable wired network at remote branches is essential to successfully process real-time transactions - especially now that banks are offering complimentary guest-Wi-Fi services to visiting customers.

Monitoring the network from the end-user perspective enables network operators to verify at all times, at any location, if any and all remote branches have a properly performing network.

How NetBeez Changed the Banking Game

NetBeez has released a SaaS solution that continuously simulates user activity on any LAN and Wi-Fi network to proactively identify the most complex network problems by providing complete visibility of the issue before it severely impacts users. This foresight significantly reduces time to detection and resolution of network downtime and degradation. The wired 'Beez' (agents) are Gigabit Ethernet sensors that run user-defined tests at the network layer (PING, Traceroute, Iperf, …)

and at the application layer (VoIP, Guest Services Association, …), testing a remote branch's connectivity and performance.

The WiFi Beez are equipped with a 802.11ac interface and can perform the same tests as a wired agent, while also reporting wireless metrics, such as:

- Sent and received bits per second.
- WiFi signal strength and link quality
- Associated 2.4/5GHz channel and BSSID
- Bit rate established with the access point

Deployment of Wired and WiFi Agents

The wired sensor is connected to the access switch (like a regular workstation) to verify network connectivity for the entire branch, the applications' response time, and to periodically verify download and upload speeds.

Pictured: The NetBeez WiFi agent

Based on the size of the branch, WiFi sensors can be placed at two or three points to verify authentication, wireless availability, and performance.

Deployment of NetBeez agents will provide the bank's network engineers and operators with:

- A complete service assurance solution
- Hours of troubleshooting time saved
- The ability to troubleshoot at remote branches quickly and effectively
- A way to reach remote branches without a physical presence

About NetBeez

NetBeez is a proactive network monitoring company that provides network performance monitoring from the end-user's perspective on any LAN or WiFi network.

Our solution is used by many financial institutions and enterprise-sized companies. NetBeez is a Cisco Solutions Preferred Partners.