



CGI: Conserving Bandwidth & Costs with Cyfin Proxy

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CGI is a leading provider of professional IT services.

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About the Customer

Founded in 1976, CGI is one of the leading providers of professional IT services. Among these are technology and management consulting, systems integration, and IT outsourcing. It provides these services on a worldwide basis and has a highly skilled workforce that uses a client-centric approach to supply their clients with on-time and on-budget services. With a 9.0 out of 10 satisfaction ranking from 2,000-plus client surveys, CGI is committed to exceeding expectations and helping clients achieve superior performance.

The Challenge

CGI Calgary Office was seeing a decline in response times to their remote data center due to excessive bandwidth consumption and simply increasing bandwidth is costly. With over 30 years of IT experience and expertise, CGI knew the first step was to research the cause of the slowdown. This would tell them if an increase in bandwidth was really needed or if there was something they could do to reduce bandwidth usage and thus, decrease costs. To do this, they needed an accurate Web monitoring tool that provided a variety of reports on both bandwidth and Web usage. The right Web monitoring solution would aid CGI in finding where the excessive bandwidth was coming from and ensure that bandwidth was being used efficiently.

The Solution

After some research, CGI chose to evaluate Wavecrest Computing's Cyfin Proxy. Cyfin Proxy is a combination proxy server and employee Web-use monitoring/reporting solution. It produces a broad spectrum of summarized and detailed reports that measure and characterize Web usage from multiple perspectives. Among these are: identity of Web users, acceptability of content sought, amount and timing of bandwidth consumed, and the amount and type of Web activity engaged in by individual employees and groups of employees.

During their evaluation, CGI used Cyfin Proxy's reports to better understand their network usage patterns and improve the use of bandwidth in their organization while decreasing unnecessary costs. By doing this, they "were able to reduce bandwidth usage by 42%" after reviewing reports for one month.

In addition to drastically reducing bandwidth usage, they had some unique requests of Wavecrest's support staff. Since Wavecrest's support is included with a product license, CGI contacted them regarding their needs. CGI was immediately impressed with the "speed that Wavecrest's support staff and developers were able to quickly understand their issue" and create a fix for it.

CGI continues to maintain and review bandwidth usage daily with Cyfin's reports. If any network slowdowns are reported, Cyfin's real-time monitoring allows them to quickly find the cause of the slowdown so that they can fix it immediately. Cyfin's reports and/or real-time statistics can "quickly pick out issues that do not appear to be normal, including email checkers, malware, incorrect configurations, etc." This helps CGI ensure that bandwidth is used efficiently and response times are quick, making for a more productive workplace.

Conclusions

CGI's persistent research along with the help of Cyfin Proxy created some impressive results. With Cyfin Proxy, CGI IT professionals:

- Reduced bandwidth usage by 42%
- Avoided increased bandwidth costs
- Achieved 100% ROI within 5 months
- Maintains efficient use of bandwidth with Cyfin's reports
- Can respond quickly to network slowdowns with Cyfin's real-time monitoring.