Fluidata

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Case Study

Client Company Synopsis

The Future Science Group is an expanding group of independent publishing companies active in the field of scientific information and endeavour, currently composed of Future Drugs, Future Medicine and Future Biology.

As a leading provider of products and services for the medical, science and business communities, they save customers time and money by presenting the most important scientific breakthroughs in an accessible and evaluated format, while at the same time providing the scientific community with unique vehicles for disseminating forward-thinking research information and data.
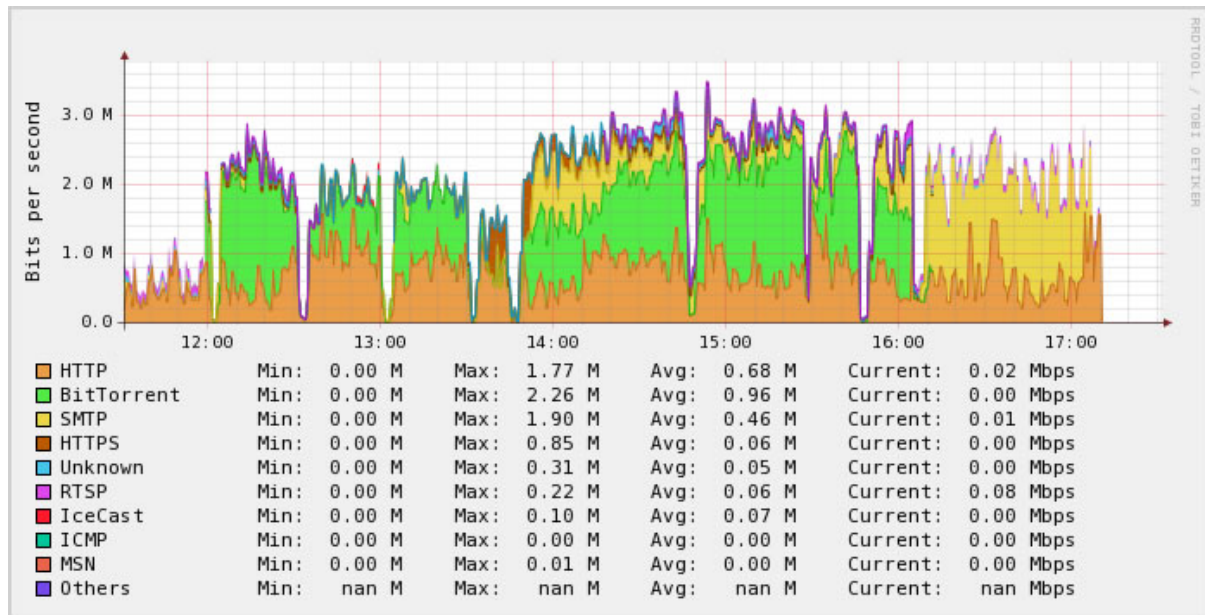
Project Brief

FSG contacted Fluidata in 2006 when they realised their existing ADSL solution was straining under the increasing need for upload bandwidth. They required a solution that offered not only more upload for sending files but also low response rates and business support.

Fluidata's Role

Fluidata provided FSG with a 2 Mb/s SDSL Leased Line solution which dramatically increased their upload capacity by eight times compared with the previous ADSL. It also offered a guaranteed 1:1 contention to ensure the service was not degraded by other users at peak time, something which was apparent with the previous solution.

In April 2007, FSG raised a call with the Fluidata support team because they had suddenly noticed much slower connectivity, leading to large mail queues building up on their servers. Fluidata's investigations found that the line was actually being used to capacity and that as a result wasn't able to transmit all the data quickly enough causing a local backlog.

The client was able to verify this using the free graphing tool provided in the Fluidata web-portal. Local investigations by FSG couldn't identify a possible cause of this high traffic volume so the Fluidata support team utilised advanced traffic monitoring software to break the traffic down by type.

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Analysis of combined download and upload traffic by type

It became evident that the actual cause of the high data usage was in fact Bit Torrent traffic. FSG were able to use this information to quickly identify a local laptop which was causing the high usage. The traffic then returned to normal after 16:00 once the laptop had been removed form the network, and the email backlog began to clear.

Fluidata plans to roll out this advanced technology through the free customer portal to all clients.

Client Feedback

"Our network was grinding to a halt and thanks to a quick response from Fluidata we were able to remove the laptop from the network and restore regular service before any major damage was done. I feel that this tool is not only useful for spotting problems such as these but also for tracking usage trends and planning for future development."

Further details on Fluidata's products and services can found online at www.fluidata.co.uk or by calling one of our Account Managers on 0845 868 7848.