

Case Study:

Foskor (Pty) Ltd.

Generating nearly \$5 billion in annual revenues, Foskor is one of the world's largest producers of phosphate and phosphoric acid for use in rustproofing materials, agriculture, toothpaste, food supplements, and more. Founded by the Industrial Development Corporation (IDC) in 1951, Foskor is located in South Africa.



“ *The Observer Platform helped me to minimize downtime, optimize network performance, and motivate network changes.*

– **Andre Van Der Westhuizen, Network Administrator**
Foskor (Pty) Ltd.

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Challenges

Prior to purchasing the Observer Platform, Foskor experienced:

- A lack of network visibility
- A lack of performance analytics
- Problems isolating root cause between network or applications

Use Case

Foskor uses the Observer Platform for ongoing, proactive monitoring as well as for troubleshooting after an event or degradation in performance.

“The Observer Platform helped me to minimize downtime, optimize network performance, and motivate network changes,” says Foskor Network Administrator, Andre Van Der Westhuizen.

Results

Van Der Westhuizen and his team achieved the following results with the Observer Platform:

- Better visibility and awareness
- Less finger-pointing from teams
- Higher end-user satisfaction

With the Observer Platform, the team also captured packet data for security and helped the organization with faster troubleshooting by reducing mean time to resolution (MTTR) by 50-74 percent.

Challenges

Foskor chose the Observer Platform over competitors because of the “brand reputation, value, and ease of use,” says Van Der Westhuizen.

“It is a value for the money,” he reports.

Going forward, Van Der Westhuizen is “very likely” to recommend the Observer Platform.

This case study of Foskor is based on a March 2016 survey of Observer Platform customers by TechValidate, a 3rd-party research service.