

## Case Study: Wollongong City Council

Located 80 kilometers south of Sydney and adjacent to the Tasman Sea, the City of Wollongong is Australia's ninth largest city with a population approaching 200,000 residents.



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– Wayne Fussell, Network Administrator  
Wollongong City Council

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### Challenge

Prior to purchasing Observer, Wollongong City Council experienced a lack of network visibility and problems isolating root cause between network or applications.

“We deployed a library catalog application without pre-testing,” says Wayne Fussell, network administrator for Wollongong City Council. “The application was dreadfully slow with only a few users.”

### Customer Choice: Observer

The Wollongong City Council chose Observer over competitors because of the packet capture and storage capabilities, as well as ease of use.

### Use Case

The Wollongong City Council uses Observer in the following ways:

- Troubleshooting after an event or degradation in performance
- Ongoing, proactive monitoring of network performance
- Capturing packet data helpful for security

### Results

Observer helped the organization with accelerated troubleshooting, better visibility and awareness, and less finger-pointing from teams.

“Observer enables us to see what’s happening on the wire,” says Fussell. “This has enabled us to troubleshoot multiple performance issues.”

Fussell specifically calls out the platform’s use in diagnosing problems with applications.

“Observer gives us the information to know exactly how an application behaves on the network,” Fussell says.

“With the library catalog application, Observer enabled us to see that the issue was that the way the SQL queries were written was causing the slowness. This was reported to the vendor who effectively re-wrote the application.”

Fussell notes that he is also very satisfied with the dashboards and workflows, packet capture, and network reporting of the toolset.

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