

# Quest STRATEGIC ADVISOR

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Quest | CASE STUDY

## Consistency—it's what makes a great relationship

Copart, Inc., founded in 1982, provides vehicle suppliers with a full range of services to process and sell salvage vehicles. Over the last four years, Copart has grown, and its use of technology has evolved dramatically. Today, all Copart vehicle auctions are done online - the company is a true e-commerce operation.

Not surprisingly, Copart's security requirements have also expanded, becoming a critical element of its infrastructure. But exactly what makes a good security

policy, says John L. Galletta Jr., Copart's senior network engineer and a key person responsible for network security, is not always easy to determine.

### Another pair of security eyes

"Security is driven from the top by policy," John explains. "You have to ask 'What does management want? What will they tolerate?' But security is also a double-edged sword. You can make things so tight that nothing's useable. Or you can be so useable that there's no security and bad things happen."

What one needs, he says, is an unbiased opinion.

"Every good security pro knows it's absolutely necessary to have a pair of independent eyes come in and look at what you've

Next came an assessment of how those policies and procedures were operating to determine if they 'fit' what Copart was trying to accomplish.

"For example," notes John, "if the security audit reveals that you're making too many exceptions to an existing security rule, then it may be time to re-think the rule."

A security audit can also help ensure you have accounted for every piece of equipment on your network.

"It's so easy to miss that single router in a closet somewhere. All you need is one little hole and the bad guys have access to your whole network." Hence John's motto: "It just

COPART, INC. (Continued on p. 2)



### THE BOTTOM LINE

Being able to count on the same level of skill, service, and responsiveness — no matter how big or how small the project — is what's most important to Copart.

done and what you're planning to do. For us, Quest provides those eyes. I've worked with Jon Bolden, Quest's Director of Professional Services, for a long time. He's not only a very personable fellow, he's also extremely skilled and straightforward — he'll give you the good, the bad, and the ugly about your security policies and implementations."

Quest's security audit of Copart began with a close examination of its security policies and procedures, comparing them to industry standards and norms.

### IN THIS ISSUE

When it comes to networks, a high skill level is essential. But a consistent level of response matters as much.

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doesn't make sense not to have a security audit."

**Nobody's perfect**

Security isn't the only way that John has tapped Quest's expertise in networking. As his more than 28 years of experience has taught him, nobody's perfect.

"The wonderful thing about networking is there's 101 ways to do

**“ The wonderful thing and the horrible thing about networking is there's 101 ways to do things. Not every way is going to be the best ... that's where an independent opinion becomes invaluable. Quest makes recommendations and confirms we haven't missed anything. ”**

— John L. Galietta Jr.

things," he says. "The horrible thing about networking is there's 101 ways to do something. But not every way is going to be the best way to get the job done. That's where an independent opinion becomes invaluable. What we typically do is draft a design and then call in Quest to analyze what we've done. They make recommendations where needed and confirm we haven't missed anything."

The trust Copart has in Quest's networking skills was demonstrated during a serious incident in 2004. An electrician working inside the data center accidentally hit the EPO switch, shutting down the entire operation at 9:30 in the morning. The outage cost nearly \$2.5 million in auctions that day. It also brought home the need for redundancy.

The first step, reports John, was to acquire a cage in a collocation facility and put together what was necessary for bare-bones redundancy. At the top of the list was a secure circuit — dubbed

FROM TIM BURKE...

Rush hour on the network

**I**t's rush hour. Everyone is trying to jam onto the highway all at once. You sit wasting time, frustrated. But you're not in a car — you're at your desk. And the traffic backup is from a data and information bottleneck on your business highway — your network.

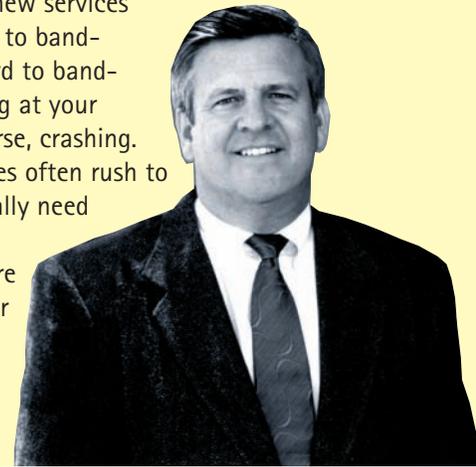
Although network performance affects the productivity of critical business operations, like our highway infrastructure, networks tend to receive attention only when something 'bad' happens. Regular maintenance and monitoring are backburner items for overworked IT departments pushed to install the latest application. It's a combination destined to create trouble, usually in the form of a bandwidth issue.

**The bandwidth jam**

Because network usage is an evolving thing, the number of users and the type of usage changes minute to minute, with new services constantly added. Too often these changes to bandwidth demand are made without any regard to bandwidth availability. And there you are, sitting at your computer waiting, waiting, waiting. Or worse, crashing.

What to do? Don't panic-buy. Businesses often rush to purchase new equipment when all they really need is to better use what they already have.

Network monitoring and maintenance are key. And it's easy to make them part of your IT team's best practices by seeking help from an experienced networking partner.



a backhaul — between the cage and the corporate data center that enables data sharing without going through any customer-facing interfaces. Quest got John's first call.

"Jon Bolden stepped right up and helped me with the VPN backhaul design. He validated what we had done and helped us set it up, enabling the establishment of the private link between the two data center facilities."

**A consistent partner matters most**

Over the years, Copart has partnered with Quest on any number of projects, from the design and implementation of DSL to organizing and managing its contract maintenance agreements and

providing hardware. When asked to identify the most important service Quest provides Copart, John doesn't hesitate: "Consistency."

"I've dealt with many service providers in my time, so I know how critically important it is to have a reliable relationship. Quest provides consistently high-quality people and skills. And I know if I call my account executive, Peter Marston, he will respond immediately. I've known Peter for eight years and in all that time his first question to me is always, 'How can we help?' I can count on Peter and I can count on Quest to deliver. Whether it's something small or a multi-million dollar project, the service is always exceptional."

## Quest's Network Management Services:

# Experts to optimize and maintain network performance

**E**nterprise networks have evolved into dynamic environments containing hundreds or even thousands of diverse and highly distributed endpoints as well as untold numbers of applications. The result: a complexity that causes major headaches when something, somewhere goes wrong.

### The price of network complexity

More than 75 percent of the time, according to Ashton, Metzler & Associates, end users are the 'first responders' to network problems — and whenever an end user wastes time dealing with a network issue, productivity is harmed.

IT productivity doesn't fare well, either. The Yankee Group estimates that as much as 90 percent of network troubleshooting time gets swallowed by efforts to identify and locate the sources of problems, far more than the time required to actually fix problems.

### Enlisting the help of experts

It's worthwhile to head off network problems by enlisting the help of experts who will optimize and then constantly monitor and manage your data, Internet, voice, wireless, and cable infrastructure.

Quest's Network Management Services professionals work as part of your IT team so you get the full benefit of state-of-the-art expertise and access to an entire gamut of monitoring/management services that ensure optimal response times, prevent downtime, identify root causes of problems and expedite troubleshooting, protect assets, and reduce compliance costs. Quest's Network Management Services include

- **Network Monitoring:** providing total network visibility via proactively and comprehensively managing activity and performance across complex networks.
- **On-site or Remote Network Health Monitoring:** tracking network activity to detect anomalies and record overall network performance.
- **Application Monitoring:** optimizing visibility, control, and reliable delivery of applications by identifying, monitoring, and managing application flow across the network.
- **Fault Prevention:** heading off outages by discovering performance issues and taking corrective action.

- **Custom Reporting:** analyzing the patterns, activities, and potential vulnerabilities gleaned from statistical, logging, and graphical data.

## DID-YOU-KNOW?

### QUIZ: Network performance IQ

1. How much of the typical application deployment budget is devoted to underlying infrastructure, including the network?
2. How much in annual revenues do financial enterprises lose because of unplanned network downtime?
3. How many minutes of downtime per year can be expected from a 99.0-percent network reliability rate?
4. How many minutes of downtime per year can be expected from a 99.9999-percent network reliability rate?
5. How many minutes per month is the average firm's email system down?
6. What's the most prevalent cause of email system downtime — viruses or network problems?
7. How much data center downtime is caused by human error?

### The answers:

1. **36 percent and rising**, according to Forrester Consulting
2. **16 percent on average**, according to Infonetics Research
3. **3 days, 15 hours, and 36 minutes**, according to Cisco Systems, Inc.
4. **30 seconds**, according to Cisco Systems, Inc.
5. **69 minutes (average uptime: 99.84 percent)**, according to Osterman Research
6. **Network problems**, according to Osterman Research
7. **54 percent, according to the Uptime Institute** (based on incident reports from more than 60 companies); **57 percent, according to Aperture** (based on a survey of more than 100 data center managers)

Coming in the next issue of *Quest Strategic Advisor*:

## Case Study of BEA Systems, Inc.

# What's New...

### ◀ Access Quest's NEW Product Catalog at [www.QUESTcatalog.com](http://www.QUESTcatalog.com).

Here you'll be able to explore our "Hot Deals" and "Top Sellers" as well as Quest's extensive product offerings.

### ◀ Network to the rescue in app deployment

In April 2007, Forrester Consulting conducted a study at the behest of Quest vendor F5 Networks to explore how organizations are deploying applications to address difficult compliance requirements, the need for greater access to data and applications by a broader set of constituencies, and the need to leverage IT to competitive advantage.

The complete study, entitled *Improving Application Deployments*, can be downloaded from [http://www.f5.com/reports/Forrester\\_ImprovingApps.pdf](http://www.f5.com/reports/Forrester_ImprovingApps.pdf). Some of its findings are instructive:

- Top IT priorities include customer satisfaction (cited by 74 percent of respondents), top- and bottom-line improvements (73 percent and 71 percent, respectively), deploying or upgrading apps to improve the top line (94 percent of respondents).
- Collaboration rules. IT has become collaborative in 69 percent of respondent firms, and more than 80 percent have centralized IT budgeting.
- Applications still suffer deployment issues, however – 24 percent of respondents reported a significant problem in the past year with an application deployment; of those, 53 percent reported performance issues.
- The network is being tasked with coming to the rescue. Fully 69 percent of those surveyed see the network as a way to overcome performance issues. And nearly three-quarters regard the network as a strategic asset for delivering applications.



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## ON THE CALENDAR

**Master Your Disaster (BCP/DR) Webinar, Live and On-Demand, 9/27.**  
How can you implement inexpensive yet effective business continuity/disaster recovery plans? Call for more information about this 30-minute webinar.

**Security Breach Briefing, Salem, OR, 10/3, Portland, OR, 10/4**  
Attending this seminar will equip you with many easily implemented steps you can take right now to protect your company.

**Municipal Information Systems Association of California (MISAC) Conference, Monterey, CA, 10/7**  
Quest CTO Mike Dillon will present on Business Continuity Planning and Disaster Recovery at MISAC.

**Reno PCI Briefing, Reno, NV, 10/9**  
All your questions and concerns about PCI Scanning will be addressed by Quest CTO Mike Dillon.

**Live Webinar on PCI Compliance NOW, 10/25**  
Quest CTO Mike Dillon will discuss how retailers and other businesses can alleviate credit card fraud liability by adhering to PCI.

**Master Your Disaster (BCP/DR) Briefing, Reno, NV, 10/9, Fresno, CA, 11/1, Burlingame, CA, 12/6**  
Discover options for solving Disaster Recovery pains and how to implement a responsive and reliable system.

Events and dates are subject to change. Please contact Quest for registration, location, directions and all other information at 1-800-326-4220, or [events@questsys.com](mailto:events@questsys.com).

## IN THE MEDIA ROOM

Visit <http://www.questsys.com/media.html> for podcasts, webinars, and videos on issues important to your business.

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## Quest STRATEGIC ADVISOR

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