

Highlight speeds up **Flow** reports with **Turner & Townsend** for improved troubleshooting

Highlight has collaborated with international construction firm [Turner & Townsend](#) to enhance its Flow reporting, a premium feature within Highlight that adds extra transparency on who is using the network and what they're doing.

Turner & Townsend manages major construction projects around the globe via its 7,000 employees working at 50 connected and 45 unconnected locations. The £640m turnover firm relies on a fast and robust network that can manage its extensive email traffic carrying architectural plans, graphics and spreadsheets across the globe.

When James Crosland, IT Infrastructure Manager at Turner & Townsend wanted to improve the company's ability to identify potential issues on the network, he approached Highlight to help.

Improved troubleshooting

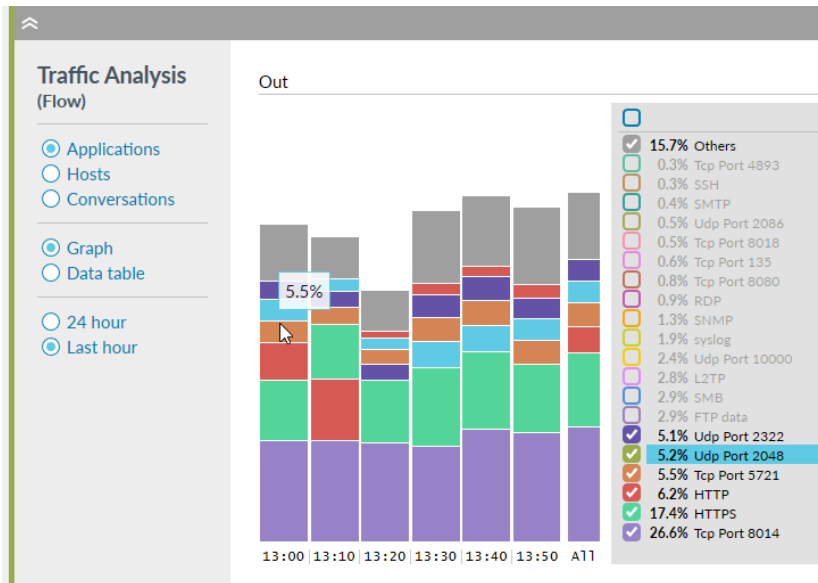
"We started working with Highlight in early 2013 when it was provided as an additional service, as part of the selection of Telstra as our global telecoms provider," says James.

"Highlight's service has since become invaluable. If there is an issue on the network, Highlight enables us to identify what is happening so we can solve it. The Flow reports are particularly useful since they provide details about where network traffic is coming from and going to and how much traffic is being generated."

However, James and his team were becoming frustrated that they could only see Flow traffic for the last complete hour. For example, they'd receive a call from the Munich office at 10.15am but because the Flow usage information was captured on the hour, they had to wait until 11am for the next update.

"The hourly chunks made it difficult to narrow down the issues, so we asked Highlight if they could speed up our access to the Flow data," he explains.

Faster access to Flow reports



A joint development project was established which focused on how often James and his team wanted access to Flow measurements against the constraint of how much data needed to be collected, stored and analysed.

“It’s been really good to talk about the issue with Highlight and work with their developers,” says James.

“They understood what information we were trying to get and why, and how a solution might work.”

It culminated in an agreement that the Flow data would be stored in 10-minute chunks for the previous hour, with

historical data then available to view in hourly segments for previous days, weeks and months. The enhanced Flow capability went live in August 2019.

“It is now far easier to respond to an issue. We can look at the last complete 10 minutes and start to diagnose or wait for the next 10-minute block. We can see if a single PC or application is causing the issue, if it’s genuine work-related traffic or something we should be concerned about. The new Flow reports give us that first step so we can reduce, stop or control the network better.”

Traffic Analysis (Flow)

Last Hour | 10:50 - 11:00 | 11:00 - 11:10 | 11:10 - 11:20 | 11:20 - 11:30 | 11:30 - 11:40 | 11:40 - 11:50

Top OUT conversations, by Volume				Top IN conversations, by Volume			
HTTP	map2.hwcdn.net	192.168.100.106	77.132 MB	UDP Port 50058	192.168.100.113	52.114.65.176	23.228 MB
HTTP	195.59.70.228	192.168.100.187	63.617 MB	UDP Port 50008	192.168.100.113	52.114.65.176	2.767 MB
HTTP	map2.hwcdn.net	192.168.100.106	60.467 MB	HTTP	192.168.100.106	205.185.216.42	2.206 MB
HTTPS	video-edge-c68170.lhr03...	192.168.100.111	55.077 MB	UDP Port 80	192.168.102.12	192.168.100.2	1.782 MB
HTTP	195.59.70.231	192.168.100.187	27.750 MB	HTTPS	James in Sales	52.97.133.162	1.610 MB
HTTPS	a184-50-175-209.deploy...	192.168.100.44	18.565 MB	HTTPS	192.168.100.142	52.97.165.146	1.336 MB
HTTPS	a2-16-95-177.deploy.stat...	192.168.100.44	17.860 MB	HTTPS	192.168.100.44	2.16.95.177	1.076 MB
HTTPS	server-99-86-255-89.lhr3...	192.168.100.62	14.348 MB	HTTPS	192.168.100.44	184.50.175.209	1.050 MB
Others			71.287 MB	Others			24.659 MB

“It’s been an excellent collaborative approach that’s resulted in an excellent solution. I hope Highlight’s other customers find the new Flow capability equally as useful.”