UK BUSINESSES IGNORE PROACTIVE NETWORK MANAGEMENT AT THEIR PERIL, WARNS NEW CHEVIN SURVEY

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80% of businesses still use retrospective or reactive methods as their main tool for measuring and monitoring network performance, according to new research by network management software specialists, Chevin. The company found that up to 26% of network managers still relied on users to inform them of network problems, in place of more comprehensive network management tools.

Chevin's annual survey on business network performance issues also found that 26% of companies had no plans to implement a network management solution in the near future. According to the company, this does not sit well with other issues highlighted during the survey, where significant numbers of businesses stated that new applications, increased users and increasing moves towards home working would all impact on their networks in the coming 12 months.

The survey polled 250 UK IT Departments across a range of different market sectors and sizes found that the most common complaint IT Departments receive from users' concerned applications (34%).

"Network Management best practice must be about pro-active and reactive management of the network, servers and applications – but this survey shows there is still a significant lack of understanding about the benefits of pro-active network management techniques," commented Chevin's managing director, Mark Kerrison. "Chevin's primary objective is to optimise an organisation's network in terms of performance and cost to provide both users and customers with an enhanced network experience," he added.

Of the companies surveyed with network management tools, 48% rated the solutions as good to excellent, whilst 48% were using these tools on a daily basis.

The survey also found that companies saw the biggest cost savings for IT in WAN services (23%) and software licences (30%). Confidence in network security soared to 82% fairly confident, of the companies surveyed.

About Chevin
Established in 1989 Chevin enables organisations to monitor, manage and maintain network enterprises at all locations, worldwide. Chevin accomplishes this by providing network management through distributed and proactive software probes, unique 'troubleshooting at source' technology, and application performance management solutions that manage the entire network performance and infrastructure. Offering unrivalled visibility of performance and activity at the fraction of the cost compared to traditional hardware probes.

Chevin's Synthetic User probes provide real user experience management enabling IT managers to visualise, monitor and pro-actively manage the network infrastructure. The products are easy to use, scaleable, have low cost of ownership and benefit from on-going and regular support from Chevin during the entire life of the products.

Chevin's customers include O2, Carphone Warehouse, Channel 4, Panasonic, British American Racing, Monarch Airlines, United Biscuits, Freeserve, Skipton Building Society and numerous police forces, hospitals and councils.

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