

# Mercy Health And Aged Care Ensures Imaging System Performance With PacketSeeker From Packeteer

Mercy Health and Aged Care gets advanced monitoring and control on the same platform with Packeteer

Mercy Health and Aged Care has selected PacketSeeker traffic monitoring solutions from Packeteer, Inc. (NASDAQ: PKTR), a leading provider of application traffic management systems, as part of a new medical imaging system rollout.

Mercy Health and Aged Care, one of the largest health networks in Victoria, has 4,000 employees and 700 computers at 18 sites, with central facilities in Richmond and major hospitals in Werribee and Bendigo. The organisation chose PacketSeeker, purchased from NetStar, to monitor network applications prior to a new imaging system deployment.

Critical patient management, supplies and financial applications had been frequently disrupted by wide area network congestion, and Mercy Health and Aged Care management wanted to make sure that the new system was not only robust, but also reliable.

"We knew people were doing unauthorised things, but we didn't know what," said Simon Richardson, Technical & Communication Services Manager for Mercy Health and Aged Care. "What we found were several file-sharing applications like KaZaA, there was ICQ traffic and streaming media, and Yahoo! Games were a huge bandwidth sucker. It was all non-business related. People were downloading shareware and movies, listening to music, watching movies."

PacketSeeker provides network-wide application layer 7 performance visibility while giving IT organisations a transparent path to actively fix performance problems, functionality not available from traditional monitoring tools. By simply installing a software key, Packeteer's PacketSeeker monitoring solution can be upgraded to a PacketShaper monitoring and control solution. The organisation rapidly moved beyond network application monitoring to using PacketShapers to shape traffic on its major network links.

"Many organisations begin with deployment of PacketSeeker to gain visibility into how the network is utilised and how applications are performing. They can then start to isolate problems and measure impact, formulating a strategy to fix the issues," said Peter Owen, Territory Manager, Australia & New Zealand for Packeteer. "Upgrading the unit to a PacketShaper enables network managers to ensure adequate performance to business applications by controlling the amount of bandwidth allocated to less important traffic, better aligning the network resources and application performance with business priorities."

## ABOUT PACKETEER

Based in Cupertino, Calif., Packeteer (NASDAQ: PKTR) is a leading provider of application traffic management systems that enable businesses to gain visibility and control of networked applications, extend network resources and align application performance with business priorities. For service providers, Packeteer systems provide a platform for delivering application-intelligent network services that control quality of service, expand revenue opportunities and offer compelling differentiation.

The company's products are sold through more than 100 resellers, distributors and system integrators in more than 50 countries. For more information, visit the company's web site at [www.packeteer.com](http://www.packeteer.com).

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Actual results may differ materially due to a number of factors including the perceived need for our products, our ability to convince potential customers of our value proposition, the costs of competitive solutions, continued capital spending by prospective customers and macro economic conditions.

These and other risks relating to Packeteer's business are set forth in Packeteer's Form 10-K filed with the Securities and Exchange Commission on March 22, 2002, and Packeteer's Form 10-Qs and other reports filed from time to time with the Securities and Exchange Commission.

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