

Data Collection & Benchmarking

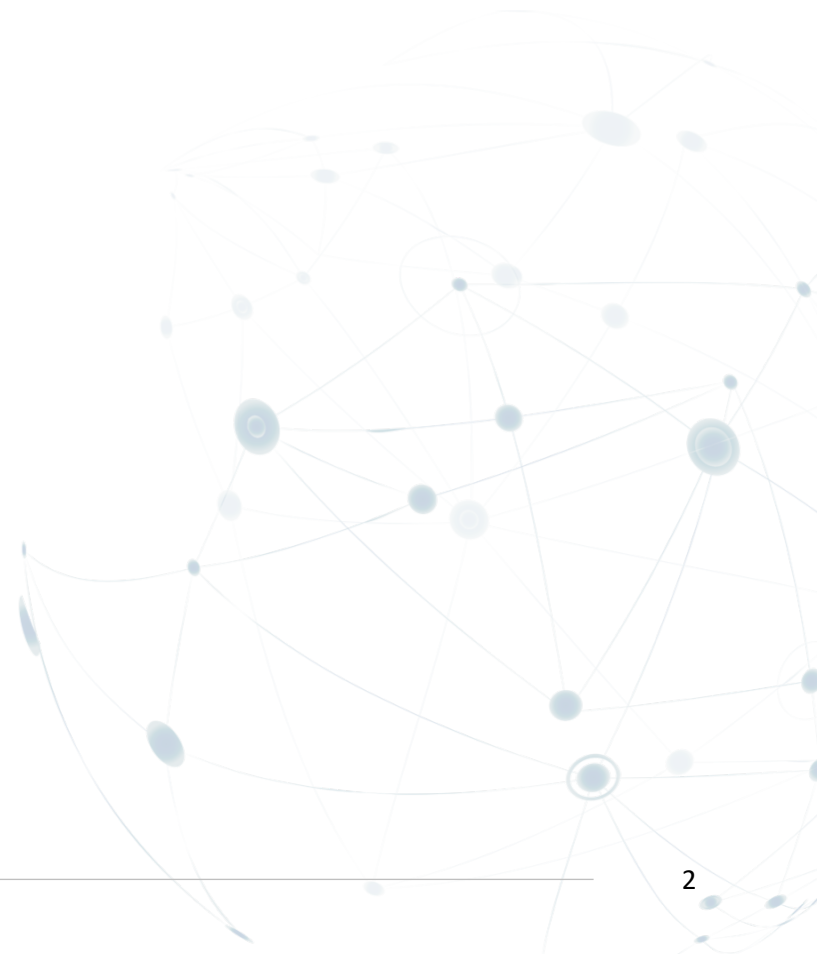
Bijal Sanghani

APRICOT 2018 – Kathmandu, Nepal



Euro-IX

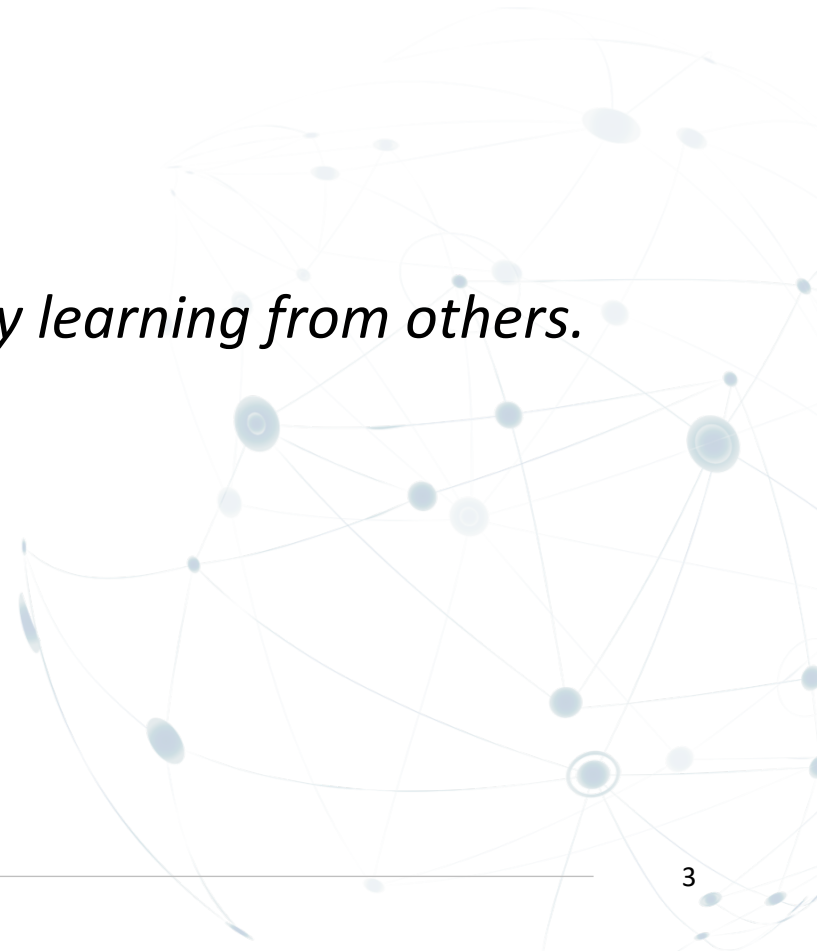
- Euro-IX is a membership based organization for IXPs
 - We have 84 members
- Two meetings a year
- Maintain the IXPDB
- Support programs for IXPs
- Provide various IXP related reports
- Benchmarking





What is Benchmarking

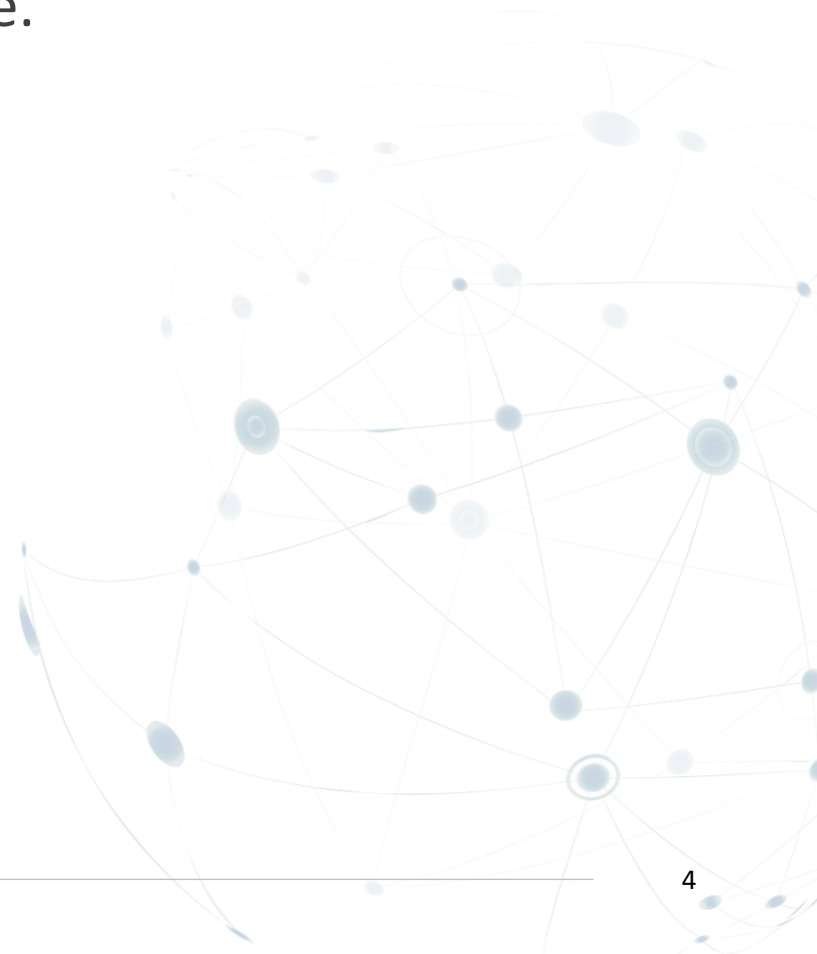
At it's simplest; improving ourselves by learning from others.





What is Benchmarking

- Benchmarking is the exchange of data about your business to enable you to compare performance.
- *Ask yourself,*
 - *Why are others better?*
 - *How are they better?*
 - *What can we learn?*
 - *How can we become better?*





Benchmarking at Euro-IX

Why?

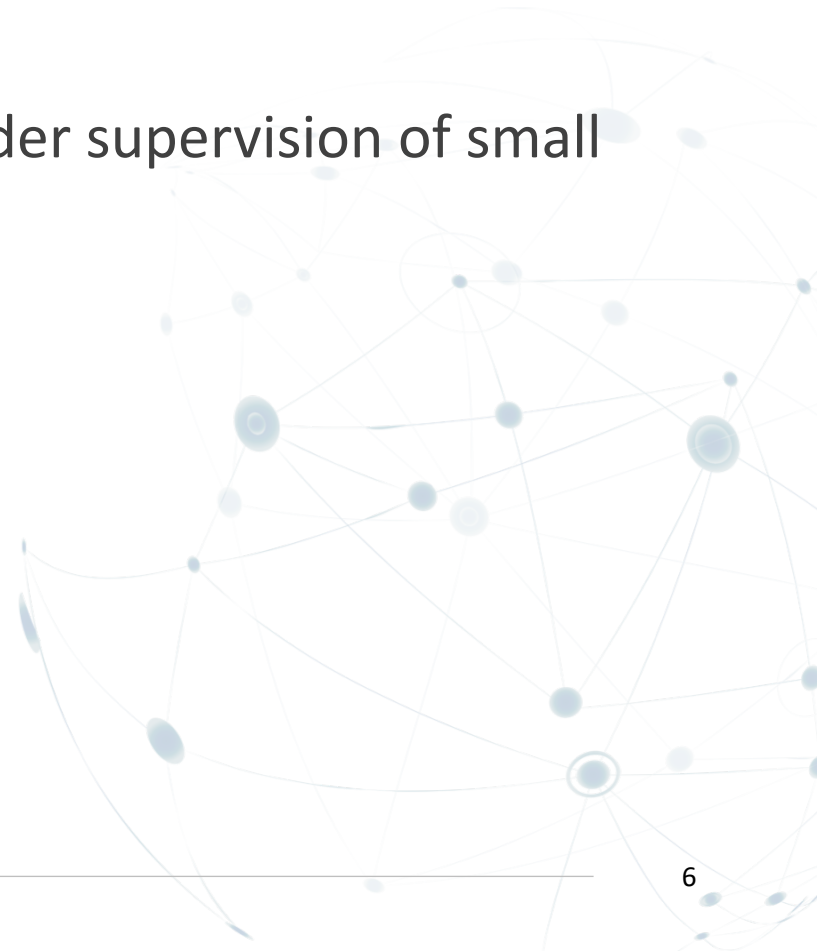
- It was identified very early on that Euro-IX should have a Benchmarking Club (BMC).
- IXPs all thought they have unique problems and circumstances, and so..
- Seemed to be very inward looking.
- Benchmarking helps you look up and outwards..
- Benchmarking needs and 'honest broker'



Benchmarking at Euro-IX

The proposal

- Optional for the membership
- Operated by Euro-IX secretariat, under supervision of small steering committee





Benchmarking at Euro-IX

Club Rules

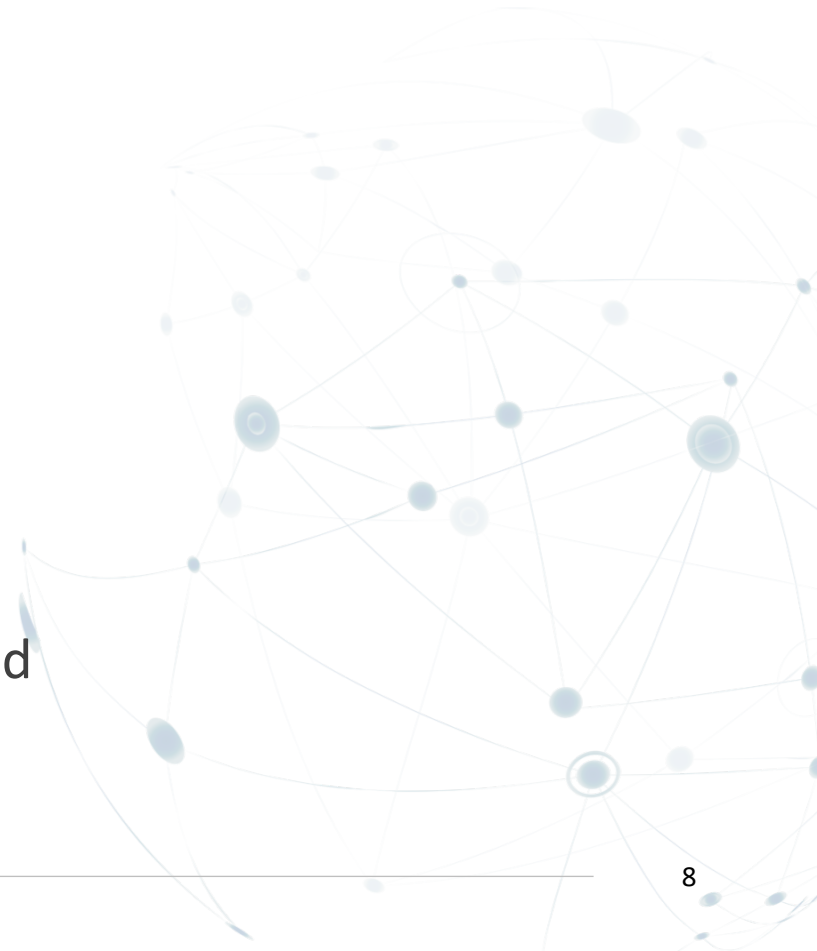
- Data contributed by members remains their property and stored in a confidential manner
- Data contributed members will only be reported back to others in an anonymised and aggregated form
- Data will be requested and contributed in specific categories
- Steering committee decide on format data is requested, represented and presented
- There is no charge for the service



Benchmarking at Euro-IX

Categories

- Prices
- Member/customer satisfaction
- Financial performance & margins
- Service delivery times
- Traffic metrics
- Financial policies
- Staff wages, bonus and other benefits
- Services
- Staffing
- Membership/customer base & growth
- How equipment maintenance is handled
- Network up-time





Benchmarking at Euro-IX

How's it work?

- BMC survey is opened in November, we keep it open till around February
- Needs a lot of pushing from the secretariat
- Started Round 1 in 2004 – with 18 member participants
- Introduced new rule in 2013 – must complete >50% to view report
- Now able to show / compare data gathered 5 / 10 years ago
- Round 12 (last year) we had 34 participants, approx 40% of the membership!



The Future..

- IX-F Project to build a IXPDB – very early days
- The IXPDB collects data from IXPs through a recurring automated process
- Integrates with common IXP measurement and management software
- Use data from IXPDB to build on demand reports
- Biggest challenge is encouraging IXPs to automate data export
- Trust issues - need to build in authentication
- More on this to come..



Dhan'yavāda!

euro-IX