



euro-IX

Benchmarking

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Bijal Sanghani

Bijal at euro-ix dot net

Twitter: @euroix

➤ What do we do?

- Two for a per year
- IXPDB and tools
- Support Programmes
- Benchmarking Club (BMC)

Association of IXP

82 affiliated IXPs;

- 56 IXP in the Euro-IX region, 49 countries, operating over 100 peering LANs
- 26 IXPs from the rest of the world

➤ 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

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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

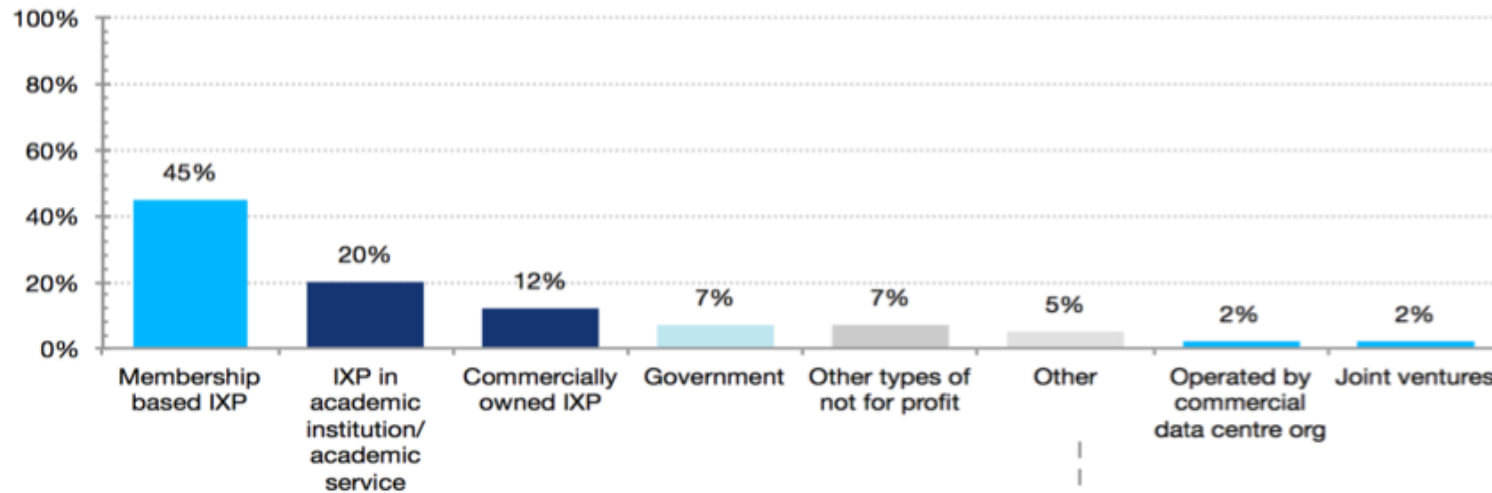
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How's it work?

- 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 11 (last year) we had a record 44 participants, over 50% of the membership!

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What kind of organisation manages your IXP?



- * The non-profit association is the sole owner of the commercial company and handles the IXP on a daily basis.
- * Ltd, owned by a non-profit association
- * Internet Service Provider Association (ISPA).
- * G.I.E - Groupement d'Internet Economique

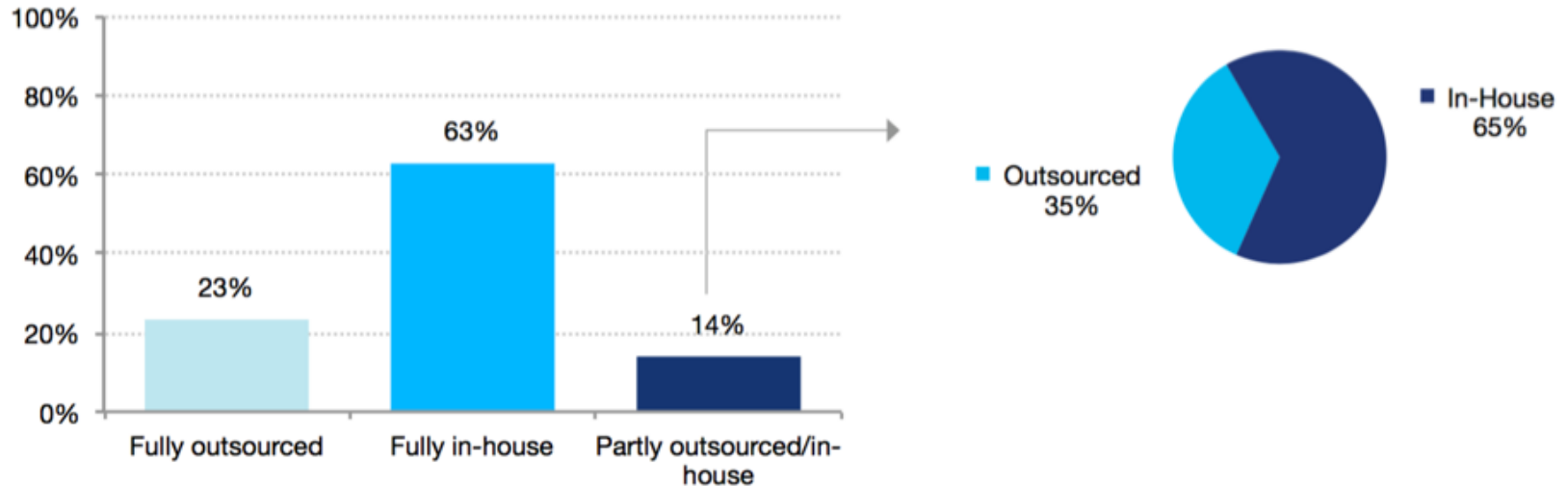
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Organisation of NOC

63% of IXPs have their NOC in-house

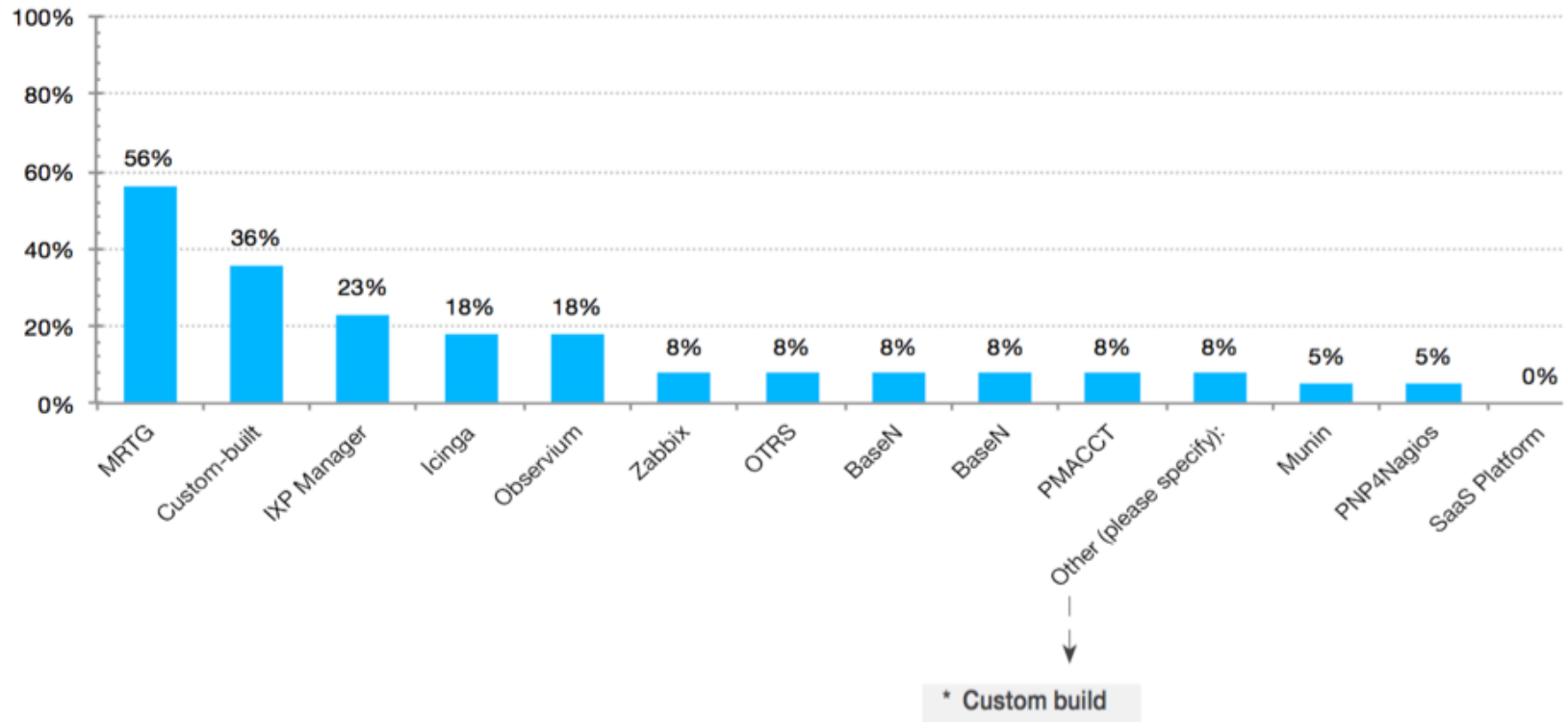
23% of IXPs outsource their NOC

For 14%, the NOC is partly outsourced, partly in-house (the pie chart shows the breakdown of within the partly-outsourced/ in-house NOC)



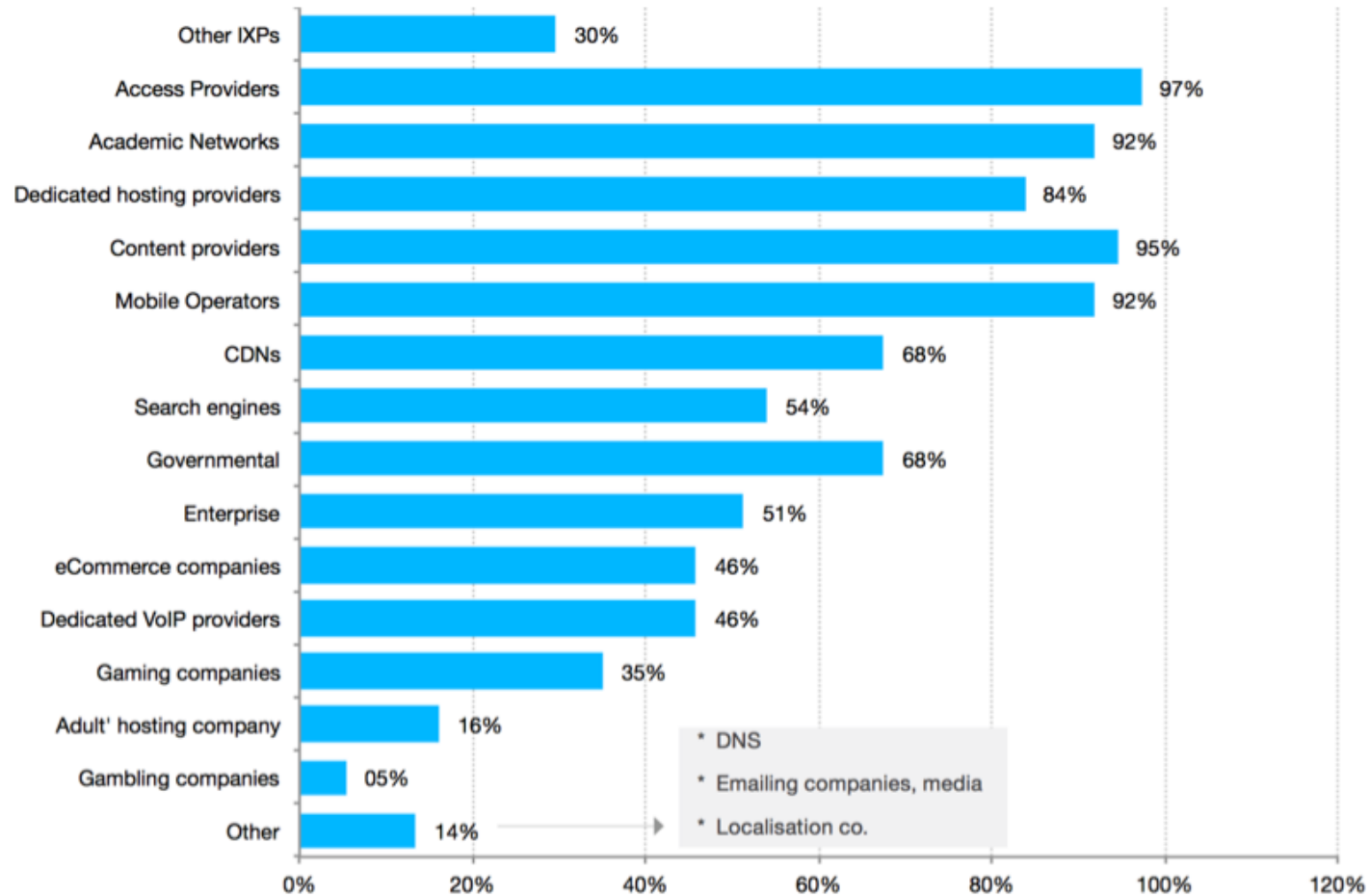
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SNMP based tools used at IXPs



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Who connects to an IXP





Thank You!

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