



Team Telecom Group

Expander Precision consolidated network traffic reporting & management maximises user productivity using existing bandwidth.

The Telecommunications Industry

Challenges

- » Facilitate the greater volumes of network traffic travelling across the Team Telecom Wide Area Network (WAN)
- » Bandwidth management of critical and non-critical applications
- » Provision of visibility to IT Administrators of all network activity to enable informed decision making

Solution Provided

- » An EP600 appliance was installed at the Derby site, whilst an EP60 was installed at the Huntingdon site
- » Flow Analysis allowed Team Telecom to identify improvement areas in the flow of IP traffic
- » Traffic shaping and acceleration features were applied to eradicate IP bottlenecks and maximise Team Telecom's existing bandwidth investment

Benefits Delivered

- » Team Telecom gained control of vital bandwidth preventing future bottlenecks
- » IP traffic was easily monitored allowing IT Administrators to stay in control of network activity
- » The need to invest in expensive additional bandwidth was avoided
- » User experience was dramatically improved through massively increased network response times

Team Telecom specialises in the development, management and maintenance of telecommunications networks.

The company offers a full range of professional services to assist telecommunications operators, equipment manufacturers and private network managers in the development, management and maintenance of their telecommunications and data networks.

The Challenge:

With ever increasing network traffic, greater demands were being made on Team Telecom's network.

As a customer-focused organisation with a commitment to providing first class service, effective communication is critical to Team Telecom's success. With growth in the usage of new applications and general use of the internet, greater volumes of new traffic were being created by employees, partners and customers.

With all their important customer data held centrally at the head office, Team Telecom were committed to ensuring that this growth in traffic didn't result in degradation of service levels across its 39 geographically dispersed locations.

Team Telecom wanted a solution enabling them to manage their network performance now and in the future, to prevent user frustration and possible loss of business productivity. Staff based at the remote Huntingdon site for example, needed to access files held at the Derby site and Team Telecom were keen to ensure that increased traffic did not disrupt this service.

Following installation of the Expander Precision devices users accessing files at the remote site instantly experienced improved file opening times, quality of service and an improved overall user experience.

Team Telecom's Regional IT Administrator, responsible for their Wide Area Network (WAN), had been able to implement a cost effective, consolidated solution that would significantly increase connectivity speeds and allow users to access the files needed in milliseconds, not multiple minutes without the need for costly additional bandwidth.

The Benefits:

Traffic Congestion & Slow Data Transfer Problems Eradicated

The Exbander Precision appliances have provided Team Telecom with a solution that:

- » Monitors and views all IP traffic so the IT Administrator stays in control of network activity
- » Regains control of vital bandwidth which eliminates bottlenecks
- » Maximises the use of bandwidth for business purposes and de-prioritises that used for personal activities
- » Speeds up the Wide Area Applications (increased response – decreased response time)
- » Reports on all usage of bandwidth (including attempted use of bandwidth)
- » Offers excellent return on investment by avoiding the need to commit to expensive extra bandwidth

Conclusion:

With the increase in network traffic Team Telecoms’ bandwidth was reaching capacity. Team Telecom could have opted to increase their internet links; however their pro-active approach led them to seek an alternative to heavy extra bandwidth investment.

The monitored data from the installation of the Exbander Precision appliances at each site proved that by choosing the Exbander Precision consolidated network traffic and management devices, they could enhance the management of their network traffic - and at just a fraction of the cost of a bandwidth upgrade.

The Solution: Exbander Precision EP60 and EP600 Appliances

Team Telecom’s pro-active approach to network traffic management led them to choose DBAM’s Exbander Precision range. They chose to have an EP600 appliance installed at the Derby site, whilst an EP60 was installed at the Huntington site.

Phase 1: Deployment of the Exbander Precision Appliances

Easy to install and set up right out of the box, a preconfigured EP60 appliance was dispatched to the Huntingdon site which was then swiftly installed by Team Telecom’s own IT staff. Concorde Informatics, the DBAM Preferred Partner reseller who managed the project, remotely accessed the device to oversee the installation and ensure the correct configuration.

Meanwhile, engineers installed an EP600 appliance at the Derby site. After deploying Huntington’s EP60 in monitoring mode only, staff used the EP60 and EP600’s Flow Analysis tools to quickly identify three areas where IP traffic management could be implemented, these areas were:

- » Bandwidth consumption between 75 and 80% continuously
- » Service degradation to mission critical services (VT320, Telnet, file sharing, Windows file services)
- » Time outs on the VT320 and Telnet

Phase 2 - Traffic Shaping at the Derby site

The Traffic Shaping features of the EP600 were used to help manage the areas highlighted by the Flow Analysis. And the result? Better management and prioritisation of the traffic immediately recovered bandwidth ensuring that they could increase productivity without the cost of additional infrastructure and bandwidth.

Phase 3 - Traffic Shaping at the Huntington site

At Huntington, once shaping was applied, the characteristics of file sharing were easily viewed and areas where improvements could be made identified. Thanks to DBAM’s TCPMSS resizing feature, response times were able to be significantly decreased for Windows File Sharing Services, which in turn, resulted in improved performance.

Phase 4 - Remote Implementation of Acceleration

The following week, the Data Acceleration features of the EP600 were applied, which saw services added to the acceleration table for file sharing and Windows file services. This had a further dramatic and extremely beneficial effect for Team Telecom as users were able to access, open and edit remotely held files in a fraction of the time previously experienced.

Since deployment of the Exbander Precision appliances, users have noticed significant improvements in network service, which is a direct result of the traffic shaping characteristics and acceleration utility of the solution.