

# C&W WORLDWIDE VISIBLY IMPROVES THE CROWN OFFICE NETWORK

“ It’s brilliant, it tells us what we want to know about our network. ”  
BILL REID, CROWN OFFICE

## WHAT WE HELPED THE CROWN OFFICE ACHIEVE

We showed the Crown Office how our Application Performance Management (APM) service could identify the cause of long-standing issues, so their IT department could resolve them without guesswork or trial and error.

Some of the key benefits we brought to the Crown Office:

- **Identified cause of known performance issues and helped resolve them**
- **Immediately improved their end-user experience**
- **Optimised their business application and network traffic flows**
- **Provided accurate and informative reports and recommendations to maximise their efficiency**
- **Delivered an improved network with next generation visibility.**

## THE CHALLENGES WE HAD TO OVERCOME

The Crown Office was suffering from poor end-user experience on specific sites and critical business applications. Without being able to analyse the traffic passing through their WAN, they found it impossible to improve performance or address these issues. Their IT department often just had to guess at the cause of the problem, usually unsuccessfully.

## HOW WE HELPED

We introduced our APM product to their Wide Area Network. Phase one of the process involved an audit to address known performance issues, including identifying all applications running over the network.

The second phase, led by one of our specialised APM consultants, focused on improving performance at critical sites. Among the problems we identified was a ‘chatty’ application requiring a large amount of bandwidth to communicate, user profiles generating large amounts of data at log-on, bandwidth-hungry IP-based CCTV, and DSL circuits that were causing bottlenecks. Once pointed in the right direction, their IT department quickly fixed these problems.

Cable&Wireless Worldwide is now providing the Crown Office with an enhanced APM service, including pro-active reporting, real-time monitoring, reports, recommendations and application troubleshooting, across 40 sites.

To see how we can resolve WAN performance issues without guesswork, please contact us:

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