

C&W WORLDWIDE OPTIMISES A LOGISTICS COMPANY'S NETWORK

WHAT WE HELPED OUR CUSTOMER ACHIEVE

We analysed the customer's WAN traffic at three test sites to discover the source of performance issues with their business-critical applications. We identified which used the most bandwidth, and examined their network traffic. By giving them better visibility of their business application traffic, we helped them improve their performance, while avoiding expensive and unnecessary upgrades.

Some of the key benefits we brought to our customer:

- **Replaced speculation and guesswork with actual network traffic and application performance reports**
- **Provided real-time visibility down to application level, for each test site**
- **Identified the most cost-effective areas to make network upgrades, application changes or moves**
- **Helped control and optimise their business flows, resolving issues before they impacted on their business**
- **New system is highly secure and ensures PCI compliance for card transactions.**

THE CHALLENGES WE HAD TO OVERCOME

The customer was experiencing business application related issues affecting a key part of their network. With well over a hundred WAN sites, their situation was complex and the lack of clear network visibility meant the real causes were difficult to identify.

Standard network reports only provided basic IP information, without showing what was affecting the end applications. The problems were often blamed on network speed, but costly upgrades failed to resolve the issues.

HOW WE HELPED

We introduced APM, our Application Performance Management service, to three key sites for a trial period. APM provided clear visibility of their business applications running over their WAN, so we could identify which were consuming the most bandwidth. With detailed reports on performance issues at each test site, our consultants could recommend the most cost-effective course of action to resolve them.

As a result, we've now rolled out APM to 130 of their WAN sites, to help them monitor, manage and improve their application performance. Our Network Performance Consultant service produces monthly reports on their entire WAN at an application level, rather than an IP level. This means they can make informed decisions on the best way to maintain and enhance their business performance.

To see how you can measure and improve your business-critical application flows, please contact us:

Call: 0800 092 5825
Email: cwsalesenquiries@cw.com

Cable&Wireless
Worldwide