

C&W WORLDWIDE OPTIMISES AN ENGINEERING COMPANY'S NETWORK

WHAT WE HELPED OUR CUSTOMER ACHIEVE

We examined performance at three test sites to see if we could resolve the frustrating latency issues suffered by their end-users. By trialling our application acceleration service, we proved their business-critical applications could perform as intended, without incurring the expense of increasing bandwidth. Our solution fully integrated with their WAN, and resolved their business challenges.

Some of the key benefits we brought to our customer:

- **Maximised effective use of their bandwidth**
- **Improved their end-user experience**
- **Cut download time at the product centre by a factor of three**
- **Delivered ROI in just nine months, compared to cost of increasing bandwidth**
- **Allowed server consolidation without compromising performance.**

THE CHALLENGES WE HAD TO OVERCOME

The customer urgently needed to centralise a document management system to its main UK Data Centre in Scotland. Early tests showed unacceptably long transaction times to download, update, or upload a new document in the centralised system.

Together, Cable&Wireless Worldwide and the engineering company discovered the performance issues were mainly due to latency and the application's characteristics. This meant simply upgrading the bandwidth would not significantly improve the end-user experience.

HOW WE HELPED

We proposed they tried our application acceleration service for six weeks on three key sites, to see how it improved the performance of their key business applications. Our main objective was to ensure that centralising the document management system would not have a negative impact on service levels to end-users.

The three sites where we implemented our service saw a 70% acceleration in service and more than 50% bandwidth reduction on all common business applications, such as email or web-based intranet applications. Crucially, it cut download time at the document management system from six minutes to less than two minutes.

As a result of these improvements, they are now using C&W Worldwide's managed application acceleration services at all of its key sites in Scotland.

To see how you can improve application performance over your WAN, please contact us:

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

Cable&Wireless
Worldwide