

ACR BANDWIDTH OPTIMIZATION

Bandwidth Optimization for a Worldwide Advertising Company

A worldwide advertising company needing to provide reliable application support throughout their offices in the Asia region engaged ACR for a bandwidth optimization solution from initial design, proof of concept, hardware procurement, implementation, and training.

The Challenge

The company maintains a large WAN infrastructure throughout many Asia locations where bandwidth can be costly and unreliable. They are currently running numerous critical applications between their remote offices and their regional hub with future plans to implement Video Conferencing throughout the region as well. A scalable solution for optimizing the bandwidth with a strong emphasis on reporting was desired.

The Solution

To fully meet the business challenges and provide the customer with the *best possible* solution, ACR:

- Performed a 3-site Proof on Concept for two months to assess the WAN
- Provided a detailed WAN Assessment report and reviewed it with the customer at the conclusion of the Proof of Concept
- Designed a solution to meet the customer's criteria based on the analysis
- Procured Packeteer PacketShapers, ReportCenter, and PolicyCenter and shipped them to 13 different Asia locations
- Pre-configured all 13 PacketShapers to be quickly deployed at the remote offices
- Traveled twice to Asia to assist with the implementation at a few key locations
- Educated the regional IT staff using Packeteer certified course material
- Provided ongoing remote post-implementation support services

The Benefit

By choosing ACR, this customer was able to realize the following benefits:

- The customer was able to utilize ACR's senior engineers to provide a Proof of Concept for which the customer lacked the manpower or expertise.
- ACR was able to handle the entire project from initial design and proof of concept, through product procurement to implementation, education, and support, providing the customer with one point of contact for the duration of the project.
- Customer applications showed significant improvement through bandwidth prioritization and compression.

Maintenance Contract Support:

The project contained a combination of products in various locations all requiring vendor maintenance. ACR leveraged its proven Maintenance Contract Support process to centralize the management of these contracts and worked with the vendor to create a single co-terminus Maintenance contract for all devices in the region. ACR also took a proactive posture in assuring regular renewals occur without lapse in coverage.

*"Its great to have solution partners like ACR on our side. Look forward to many more successful projects."
- Company Partner Technical Director*

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