



## **WAN performance audit for Fortune-500 company**

A large multi-national was experiencing inefficiency due to WAN congestion.

### **Challenge:**

Identify cause of congestion and formulate value-conscious solutions for offices worldwide.

- With everything from ERP systems to basic file sharing and email communications experiencing significant latency or even outright failure, a solution was needed quickly.
- Friction between various internal departments over whether the cause was growing business demand or under-performance in some portion of the infrastructure.
- Recognition that solution was likely to be multi-faceted, but uncertain how to determine proper mix of optimization effort vs outright capacity increase.

### **Solution:**

Advisory role attached to internal lead networking architect.

- Established a boots-on-ground review program for most-impacted sites to collect information and correlate its occurrence to other business processes as an aid in root-cause discovery.
- Worked alongside lead architect to build an accurate account of traffic types and what percentages of traffic were a good fit for optimization.
- Suggested various temporary traffic management policies to provide short-term relief.
- Developed a range of standardized packages which encompassed the needed equipment, services, and deployment methods for that specific class of site.

### **Impact:**

Brought clarity to the decision process and facilitated organizational movement.

- Through temporary traffic-management policies, business was able to cut delays in half within 1 month.
- With better understanding of business needs and standardized class-specific branch deployments, business fully resolved issues within 18 months.