

# CARLSON WAGONLIT TRAVEL

Expand Networks Centralizes Services



## IN SUMMARY

- Improved productivity in a global organization by delivering responsive application performance
- Enabled centralized IT services without affecting performance
- Improved business risk by consolidating infrastructure into the Data Centre

## TECHNICAL OVERVIEW

- Clarified protocol utilization, mapping actual usage to desired performance
- Identified bandwidth-hungry applications and prioritized business critical solutions
- Configured and implemented Expand Compass solution throughout the network.

## PROFILE

Carlson Wagonlit Travel (CWT) is a global leader in business travel management. CWT designs and implements travel management programs for clients in 150 countries, generating annual sales of more than USD 22 billion. Its services include travel planning and reservation, traveler support services, events and meetings, supplier strategy and procurement and data integrity and intelligence. CWT's mission is to secure savings on corporate travel costs by focusing on sourcing and process optimization.

## THE CHALLENGES

Respond to technological advances, rolling out new applications and services to a geographically dispersed user base. CWT's consultants rely on the IT infrastructure to assist them in providing the high level of service customers expect, which means the IT team is always looking for ways to speed up application delivery and improve Quality of Service (QoS).

In 2005, CWT's IT team recognized a need to respond to the company's ongoing global expansion and drive towards core business standardization. Without a re-alignment of IT capabilities, the pace and cost-effectiveness of new rollouts would be compromised.

The business goals were clear: achieve service consistency and realize the operational efficiencies inherent with scale, whilst retaining the local flavour and client-focused servicing that were key to CWT's success globally. To reach these goals, the IT leadership team determined a need to invest in centralized delivery capabilities.

"In moving towards standardized business services across a global footprint, a key part of IT's enabling strategy included the shift from locally-managed, heterogeneous IT services to a centrally-managed, standards-based Regional Data Centre" explains Daniel Oertli, VP IT & Operations Asia Pacific, CWT.

**“ Thanks to Expand, we've been able to ensure solid application performance down-the-wire. We've also reduced network traffic by two-thirds and increased protocol-level visibility into the enterprise WAN.”**

- Daniel Oertli, VP IT & Operations Asia Pacific CWT

## WEB LINKS

- Learn about our solutions  
[www.expand.com/solutions.aspx](http://www.expand.com/solutions.aspx)
- Learn about our products  
[www.expand.com/products.aspx](http://www.expand.com/products.aspx)
- Learn about our WAN Monitoring Tool  
[www.expand.com/wan-tool.aspx](http://www.expand.com/wan-tool.aspx)

## THE SOLUTION

To find that solution, the team began a 3-month long research process. We considered solutions from Riverbed, Juniper Networks, Cisco, Avaiil, Citrix and Expand Networks,” says Daniel. “Our ideal solution would optimize Wide Area File Services (WAFS), HTTP, MS Exchange and Citrix – our four key protocols. The message we got from industry conferences and the other research we undertook was that Expand Networks was the only vendor at that time that could provide a complete solution in a single box – by way of their Compass Platform. Expand Networks quickly became the obvious choice.”

CWT chose Expand’s technology, set up in a hub-and-spoke network optimization configuration, where Expand sits in the hub – CWT’s data centre – as well as at each of the end sites – CWT’s branches. All core IT services delivered to the branch offices traverse CWT’s Expand-optimized network, which means a faster response time for applications delivered from the hub as well as lower bandwidth demands as Expand’s compression technology ensures redundant information is not re-sent.

## THE RESULTS

Working directly with Expand Networks, CWT completed the implementation in three stages over six months.

The first stage was to gain a deeper understanding of CWT’s existing network. Expand helped CWT see protocol utilization clearly, mapping actual usage to desired performance. By seeing what applications were using the most bandwidth, then prioritizing the businesscritical solutions, CWT was able to move onto the second stage of the process: reexamining business rules on traffic priorities. Once that was complete, CWT moved onto the third stage – configuring and rolling out the Expand solution.

“Working with Expand made the process smooth,” says Daniel. “They were very knowledgeable, helpful and flexible throughout the implementation.

The Expand Networks solution has enabled CWT’s successful project to centralize and standardize key IT services and the benefits have been immediate. The Expand solution is currently in place in Australia, Singapore, Hong Kong, Thailand and parts of India, with plans to extend the rollout to include more of India and China.

## LEARN MORE

Some of the best-known names in financial services, manufacturing, retail, health care, as well as leading government agencies and the military, rely on Expand Networks for optimized network infrastructures and superior applications performance.

For more information on how Expand solutions can benefit your company, contact your local Expand representative today or visit us at [www.expand.com](http://www.expand.com).