

DALOC

Expand Accelerators Enhance Citrix Performance and Reduce Support Requirements



IN SUMMARY

To enhance the performance of applications served to local offices, Daloc turned to Expand for a solution that speeded application performance, eliminating the need for additional bandwidth and simplifying the network support requirements.

TECHNICAL OVERVIEW

- Full utilisation of Compass Architecture with integrated acceleration of many areas with Expand Accelerator 6910 centrally and 4920 locally
- The most important factor for the customer is speed acceleration for users who run a combination of Microsoft CIFS acceleration and local print and file management
- Citrix acceleration was also used to manage limited bandwidth
- Compression and integrated QoS/Shaping management for prioritisation of both outgoing and incoming traffic for certain applications
- Simplified management and monitoring with central control via ExpandView management software

PROFILE

Daloc is a Swedish industrial group that manufactures and sells rated steel and wooden doors that offer protection against fire, sound and break-ins. The company has around 295 employees, with four locations in Sweden. In 2005, the company's sales were SEK 435 million. Sales are managed from sales offices in Töreboda, Stockholm and Västerås, as well as from offices in Copenhagen, Stavanger and Bergen.

THE CHALLENGES

Daloc found itself in an unsustainable situation. As the only person providing service for 250 computers and local servers at five locations, the company's IT manager had such a high workload that he was spending more and more time travelling between the various offices. As well as being time-consuming, the situation created duplicate administrative work and a number of unnecessary errors, including folders with shared files, which created considerable problems for employees in their dealings with customers.

Daloc needed not only to centralise its data processing, but also to improve the speed of its applications. The company used a Citrix solution in which shared applications were placed on a central server, but the slow connection with the local servers meant that the speed was unacceptably low.

“We're totally delighted with the product. It's saved us a lot of travelling time, unnecessary confusion and duplicate work. And our users no longer lose contact with the important applications in our business system.”

Pär Andersson, IT Manager at Daloc

THE SOLUTION

Daloc chose Expand's Compass Platform. One accelerator was installed for the central servers at the head office in Töreboda, and local accelerators were placed at four of the company's local offices in Sweden, Norway and Denmark. For Pär Andersson, IT Manager at Daloc, the most important issue was finding a solution that not

APPLICATIONS

- One Expand Accelerator 6910 is located centrally and Expand Accelerator 4920s are installed at local offices. Both models provide full utilisation of Compass Architecture with integrated acceleration.
- The main functions entail Daloc using a combination of Microsoft CIFS acceleration, including local print and file management. To deal with limited bandwidth, there is also Citrix acceleration, compression and integrated Qos/Shaping management to prioritise both outgoing and incoming traffic.
- ExpandView management software has also been installed to simplify the management of monitoring and central control.

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only simplified support work, but also reduced the risk of unnecessary errors that compromised the company's efficiency.

"Expand's solution allowed us to decide which applications should be prioritised," says Pär Andersson. "That meant we could increase the speed of the most important applications, while at the same time making sure that our employees didn't lose contact with the most central elements of our business system."

THE RESULTS

Expand's solution has resulted in a significant simplification of Daloc's data management and support. Pär Andersson can now resolve any problems apart from those relating to users' computers from his own office. The result is faster, more efficient support.

"It's working much better now," he says. "Less time is spent on support, and thanks to centralised data processing we're made aware of any errors that occur far more quickly. We're totally delighted with the product. It's saved us a lot of travelling time, unnecessary confusion and duplicate work. And our users no longer lose contact with the important applications in our business system."

Expand's solution has also meant that Daloc now has a more stable connection and a reduced need for bandwidth for the offices in Norway and Denmark. The result is improved response time and increased capacity for users, as well as better opportunities for fast printing. Pär Andersson also believes that the solution has worked really well on a personal level.

"Before the installation I was getting lots of angry calls from various offices," says Pär. "Now the calls are less in number and more pleasant."

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