

# EXPAND NETWORKS WINS DRIVE ASSIST AND DELIVERS SUPERIOR END USER EXPERIENCE AT BRANCH OFFICES



## IN SUMMARY

- Return on Investment of under one year
- Enabled significant reduction in ICT expenditure, trading WAN links down to 1Mg
- Wide Area File Services (WAFS) functionality has enabled branch office employees to share data quickly and easily.
- Layer 7 QoS (Quality of Service) protects VoIP services

## APPLICATIONS

- Double Take
- Microsoft Exchange
- Microsoft Terminal Server
- HTTP Internet
- VOIP

## PROFILE

Drive Assist specialize in providing replacement vehicles for innocent parties following roadside accidents. With over 1,400 employees, two call centres and 18 key operational sites the organization assists thousands of motorists every month. Drive Assist has a diverse fleet of over 17,500 vehicles from basic courtesy cars right through to commercial and prestigious vehicles.

## THE CHALLENGES

The business has grown dramatically in recent years and now boasts national coverage via 19 regional offices. With no remote servers in place, users at Drive Assist's remote offices were physically separated from the applications and services they required to do their jobs, relying on WAN links to access data from the head office site. With increasingly large amounts of data travelling over the WAN, latency and congestion challenges began to compromise business efficiency.

"Bandwidth capacity became an increasing concern," explains Simon Wilson, network manager at Drive Assist. "As staff numbers increased so did the WAN traffic, resulting in poor network performance. Initially we undertook a company-wide bandwidth upgrade to overcome this. However, as the organization continued to grow, specifically from an administration standpoint, it became clear this was not sufficient. We generated more and more documents and with that came more printing, causing the WAN links to become saturated very quickly - even after the upgrade."

## THE SOLUTION

**“ Expand has given us a very stable network environment. The performance of our applications is significantly quicker, improving our remote users' productivity**

- Simon Wilson, Network Manager, Drive Assist

Drive Assist evaluated WAN Optimization technology from Expand Networks and Riverbed to address the problem and selected Expand Networks for its superior Wide Area File Services (WAFS) capability and favorable business case. "Proven business value is critical for any procurement we make and our financial director sought a guaranteed

## 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  
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pay back from the technology within one year,” comments Wilson. “Whilst Riverbed’s solution offered us pay back for our investment over a four year period, Expand could deliver a full RoI within 11 months – the choice was simple.”

Drive Assist implemented Expand Networks’ WAN Optimization technology. Expand Networks’ integrated approach uses techniques such as byte-level caching and dynamic compression, delivering a superior end user experience for Drive Assist by ensuring fast and secure access to centrally located data across its increasingly distributed WAN.

The compression capabilities of the platform quickly delivered the bandwidth increase required whilst the acceleration techniques overcame any latency. In addition, according to Wilson, Expand’s integrated WAFS functionality enabled employees at the branch offices to collaborate with shared data as though they were on the same LAN.

## THE BENEFITS

“Expand has given us a very stable network environment. The performance of our applications is significantly quicker, improving our remote users’ productivity,” explains Wilson. “Monitoring tells us that usage is now so low we are set to trade the 2Mg links that we upgraded in 2008 back down to 1Mg, which translates into yet another significant cost saving. With Expand we are reaping the productivity benefits of WAN Optimization at the same time as reducing the TCO and increasing the RoI on our existing infrastructure.”

The WAN Optimization technology is also supporting all VoIP calls at Drive Assist. With all calls recorded for security reasons, VoIP traffic going back to the main site can suffer from packet loss causing a jitter effect. Expand’s layer 7 QoS (Quality of Service) ensures all VoIP traffic has the protected bandwidth it needs.

## 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).