

GALLAGHER BASSETT OPTIMIZES WAN FOR IMPROVED BRANCH OFFICE EXPERIENCE WITH EXPAND NETWORKS



IN SUMMARY

- 90 remote offices in the United States with 3,000 users accessing centralized applications over an MPLS WAN.
- Implementation completed within 145 days
- Increased response time for even the largest electronic images or files to less than 1 second
- Supporting potential move to a virtualized infrastructure

APPLICATIONS

- Lotus Notes
- Risplex

PROFILE

Gallagher Bassett provides claims and risk control services to self insured clients. The largest multi-line property/casualty third-party administrator, Gallagher Bassett offers services across claims management, medical cost containment, and consultative services which includes risk control consulting and appraisal services.

Global in scope, Gallagher Bassett utilizes the strength of more than 45 years of risk management experience to offer services to a large and diverse client base, which includes organisations from every sector of the economy. Gallagher Bassett service more than 3,600 clients worldwide through more than 125 branches and 3,900 skilled professionals.

THE CHALLENGES

Based in Illinois, Gallagher Bassett has 90 remote offices in the United States with 3,000 users accessing centralized applications over an MPLS WAN. Dependent on a claims management application called Risplex that is used constantly on a daily basis by its employees, the company was looking to improve response times, reduce network traffic and simplify technical requirements. John Basalay, Director of Telecommunications, Gallagher Bassett, explains:

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THE SOLUTION

Gallagher Bassett evaluated Expand Networks and other competitive vendors and selected Expand Networks for its superior ability to optimize the WAN and accelerate all applications. According to Basalay, Expand helped address many of Gallagher Bassett's

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technological challenges, for example, Expand Networks' WAN Optimization technology worked to optimise the delivery of business critical applications over the WAN to bring users into virtual proximity of application and datacentre services.

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THE BENEFITS

The Expand Networks integrated WAN Optimization technology was implemented across the entire Gallagher Bassett organization in only 45 days. Using techniques such as byte-level caching, dynamic compression, acceleration, QoS and WAFS (Wide Area File Services) immediately optimized the WAN and guaranteed the efficient delivery of all applications to the organisation's branch offices.

Seamlessly deployed in all branch offices, Expand Transparency Mode has been highly successful in integrating with the MPLS network, whilst the central management solution, ExpandView, has provided the ability to monitor applications to improve management.

Response times for even the largest electronic images or files were immediately down to less than 1 second, maximizing user productivity. In addition, all our other applications have been accelerated providing a much improved end user experience in the branch offices."

Currently using VMware in the DataCentre, Gallagher Bassett is evaluating the possibility of rolling out VDI across the organization. With Expand able to optimize the delivery of VDI and also live in a virtual environment, the technology could play a significant role in supporting the potential move to a virtualized infrastructure in the future.

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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.