

LSI MORTGAGE PLUS

Integrated 3Com and Expand Networks Solution Enables Nationwide Mortgage Lender to Improve User Experience



BENEFITS

- Integrated WAN optimization device and router
- Reduced costs for communication
- Significantly less time to transmit data
- Improved VoIP call quality and prioritization
- Greatly improved user performance

APPLICATIONS

- With QoS enabled, VoIP calls and data are prioritized correctly
- Remote Desktop bandwidth footprint reduced allowing more users to connect over the same size circuit
- Users immediately notice improvements in Microsoft Terminal Services Remote Desktop Protocol (RDP) sessions, resulting in an immediate ROI

PROFILE

LSI Mortgage Plus is a national mortgage banker whose philosophy is simple: focus on the customer. The company takes pride in offering the ultimate in customer service, consistency and pricing. With headquarters in Duluth, Georgia and several remote offices around the country, it is extremely important that information flows in the most seamless and efficient way possible, providing employees and customers with easy, up-to-date access to relevant information.

THE CHALLENGES

Speed and performance issues were a real problem at LSI's St. Louis branch. With office expansion, bandwidth issues progressively grew worse, so that sometimes the simplest task, like opening a PDF, took an excessive amount of time. Even after the St. Louis office upgraded from one T1 line to three, the performance issues persisted. Brian Beaman, LSI's Director of Information Technology (IT), had a clear-cut choice: continue to purchase costly T1s or find a way to maximize bandwidth and resolve latency issues another way.

THE SOLUTION

Beaman began to look into Wide Area Network (WAN) Optimization solutions and quickly narrowed the field to Expand Networks, Cisco and Packeteer. Impressed with Expand's overall solution and attentive customer service, he then discovered that 3Com, a vendor with whom he was already working, had integrated the Expand solution into some of its own products, including a Multi-Service Router (MSR), which is what LSI eventually purchased. Also, Expand was the only WAN optimization vendor that offered its solution as an appliance and as a module for a router, via 3Com.

The Expand WAN Application Accelerator Module on the 3Com MSR provided LSI with a high-performance WAN Optimization solution to increase network and

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Brian Beaman, Director of IT Services, LSI Mortgage Plus

TECHNICAL SPECIFICATIONS

- Byte-level compression & caching directly reduces the amount of RDP traffic
- Citrix-plugin-in applies Packet Aggregation to RDP, further reducing the amount of bandwidth consumed
- Integrated QoS allows bandwidth to be preserved for real-time applications such as VoIP & Microsoft Terminal Services Remote Desktop

WEB LINKS

- Learn more about our solutions www.expand.com/solutions.aspx
- Learn more about our integrated product with 3Com <http://www.open.3com.com/tcom/viewPartner.html?id=387>
- Learn more about Expand Networks www.expand.com



application performance, visibility and real-time traffic monitoring while at the same time providing a guaranteed return-on-investment (ROI).

“The other vendors simply couldn’t offer this kind of integrated solution or the sort of hands-on service I got in this case,” said Beaman.

Other advantages of the Expand solution include an integrated Quality of Service (QoS) approach that keeps VoIP calls from interfering with the receipt of other data while also enabling 3Com MSRs to prioritize VoIP and FTP traffic and compress and tunnel RDP. “This makes things immeasurably easier,” said Brian. “Not only is the remote office able to function in the same fluid way as headquarters, but the quality of our VoIP calls has improved as well.”

THE RESULTS

Working with 3Com and Expand has had a dramatic positive effect for the St. Louis office. As congestion and latency problems were resolved, user experience drastically improved: files became much faster to open and collaboration was achievable in real-time. In addition, the integrated device has some clear-cut advantages over an external device. An Internet Service Provider (ISP) manages LSI’s MPLS Network and is able to treat the MPLS routers as if they were the core. At the same time, Beaman can manage his internal network without any worry from the ISP. In his words, “I don’t have to worry about VLANs, etc, and overall I find it to be a very stable way to do business.”

Cost savings are significant. “We are now saving on average \$1,000 per month on T1s alone,” said Beaman. “Because of the dramatic bandwidth improvement, I could cancel one of the T1s we currently have if I wanted to. In addition, it streamlines and optimizes information sharing for the staff.”

So far, LSI has seen a 30% to 40% reduction in the time it takes to send data between Atlanta and St. Louis. In further tests, Beaman has also seen a 400% improvement in RDP performance by turning off Microsoft Terminal Services optimization tools and using the Expand acceleration technology.

“As our company continues to grow, our IT strategy keeps evolving,” said Beaman. “With that in mind, we are already looking at installing the integrated 3Com Expand solution at other offices.”

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.