

# EXPAND NETWORKS OPTIMISES VDI AND DELIVERS SUPERIOR END USER EXPERIENCE FOR LEADERS



## IN SUMMARY

- Byte level caching and dynamic compression optimised delivery of RDP
- VDI project successfully supported
- WAN optimised removing need for bandwidth upgrade
- All applications accelerated for superior end user experience
- TCO and RoI on existing infrastructure greatly improved

## APPLICATIONS

- Oracle
- Microsoft Exchange
- Microsoft Terminal Services
- Aspasia

## PROFILE

Leaders are the UK's largest independently owned letting agents and have been specialising in residential lettings for more than 25 years. Fully bonded members of the Association of Residential Letting Agencies, they have the widest choice of quality rented property available, and an in-depth knowledge of their local lettings markets.

Established in Brighton, Leaders has grown into one of the largest specialist agents in the UK with branches across Sussex, Hampshire, Surrey, Berkshire, Hertfordshire and Dorset, and is now looking to expand into other geographical areas.

## THE CHALLENGES

Leaders, which has long been at the forefront of the lettings industry in embracing new technology, has grown dramatically in recent years and now has 38 branches across the South East of England. Following a migration to an MPLS network, Leaders decided to further simplify the network and reduce IT costs by implementing VDI based on VMware for its 450 remote users. Leaders used IBM blade servers in its datacentre to host virtual machines (VMs) and were accessed via RDP by staff sitting at Wyse V10L terminals at remote offices.

**“ Each of our branch offices are individual profit centres and utterly dependent on the applications that are delivered to them over the VDI. Unfortunately, the performance levels were so bad that staff were waiting up to 3 or 4 minutes to download images of rental properties and suffered significant delays in typing emails and accessing property details from the database. ”**

- Noel Cresswell, Group IT Director, Leaders

As the underlying Microsoft Services RDP sessions were too bandwidth intensive for the WAN, the performance of business critical applications such as Oracle, Microsoft Exchange and Aspasia, a letting agency application, was severely affected, compromising customer service.

Despite the RDP sessions advertised as using anywhere between 50kbit/s and 128kbit/s per session, the reality for Leaders was very different. For example, having eight employees at a branch office using eight VMs, each consuming 200kbit/s, resulted in the

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512kbit/s bandwidth performing well below its advertised level.

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## THE SOLUTION

Leaders evaluated WAN Optimisation technology from Expand Networks, Riverbed and BlueCoat and selected Expand Networks for its unique ability to monitor, optimise and control the interactive nature of RDP and support the VDI project.

“Expand Networks had a distinct advantage over the competition because they could not only optimise the WAN but could also compress remote desktop sessions back to the datacentre and therefore support VDI deployments,” commented Noel Cresswell.

## THE BENEFITS

Expand Networks’ integrated VDI WAN Optimisation approach uses techniques such as byte-level caching and dynamic compression that specifically enable the real-time interactive TCP traffic of RDP to be maximised, supporting the Leaders’ VDI deployment and delivering a superior end user experience.

“Expand has worked wonders for the VDI project and given us a very stable network. Within two minutes of going live, the performance of all applications was significantly quicker, improving our remote users’ productivity and customer service levels,” continued Noel Cresswell. “The Expand technology has given us the ability to deliver VDI with the same bandwidth deployment without increasing costs. As a strong business on the acquisition trail, Expand has helped us to further strengthen our position by reducing the TCO and increasing the RoI on the existing infrastructure.”

## 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).