

EXPAND NETWORKS IMPROVING SATELLITE COMMUNICATIONS OVER THE WAN AND USER PRODUCTIVITY AT TEARFUND

The logo for Tearfund, featuring the word "tearfund" in a white, lowercase, sans-serif font on a dark teal rectangular background.

IN SUMMARY

- Optimised satellite links
- Compressed and accelerated all traffic over satellite
- Delivered reliable and improved application performance
- Improved employee productivity
- Enabled server based computing project

APPLICATIONS

- Microsoft Terminal Services over satellite
- Bespoke finance and logistics package

PROFILE

Tearfund is a leading UK Christian relief and development agency, committed to addressing the causes of poverty in many of the poorest countries around the world.

Tearfund works in 60 countries in the developing world, through 300 indigenous, church-based organisations and supports over 1,000 front-line staff responding to natural and man-made disasters.

THE CHALLENGES

With employees working in such remote locations, communications provided via satellite links and ensuring that remote aid workers have secure and reliable access to applications and data is critical to the success of Tearfund's work across the globe.

With employees' limited access to applications due to high latency and packet loss over satellite networks meant that bandwidth capacity was becoming an increasing concern. Overseas programmes were individually responsible for purchasing satellite bandwidth but the cost and quality of service were inconsistent and hampering productivity. In central Asia for example, the latency on the satellite links was so high that establishing a VPN to the London network was not even possible.

Tearfund subsequently entered into a standardised agreement in order to optimise and improve communications but knew that optimising those links was going to be essential to improve communication across all our regional sites

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- Tim Clarke, IT Director, Tearfund

WEB LINKS

- Learn about our solutions
www.expand.com/solutions.aspx
- Learn about our products
www.expand.com/products.aspx
- Learn about our WAN Monitoring Tool
www.expand.com/wan-tool.aspx

THE SOLUTION

Following evaluation with Expand Networks and Riverbed, Tearfund chose Expand Networks for its demonstrable ability to support a VPN and accelerate traffic even on very poor links. Implemented first with Tearfund teams in central Asia, the most problematic region, the integrated WAN optimisation technology within Expand's platform enabled Tearfund to immediately compress and accelerate traffic across the satellite links.

Tim Clarke, IT Director, Tearfund, comments, "With Expand in place, we are easily able to run applications in the field from servers in London. Productivity can be directly linked to application performance, and with Expand we have a solution that is enabling our workforce to remain efficient, helping us to deliver our vision of connecting people with resources and the people who desperately need them across the globe."

THE BENEFITS

Expand has been deployed in six of Tearfund's global locations. With regional hub sites experiencing great improvements in network throughput, plans are also being made to deploy Expand to optimise satellite links at Tearfund's field sites across the globe.

Tearfund is rolling-out a new finance and logistic package across the organisation with the support of Expand. Tim Clarke explains, "The new applications run on Terminal Servers in the UK. We were initially doubtful that this would be feasible. Our fallback plan was to install servers at each of our overseas offices despite the cost and difficulty of supporting and synchronising servers in remote locations. However, with the Expand Networks, Terminal Services works so well this is just not necessary. We are delighted to have just one application server to support in London instead of one in each regional office."

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.