



## **MANAGING THE COST OF AN INTERNATIONAL WAN NETWORK** **- CASE STUDY – GAMES WORKSHOP UK -**

*As a fast growing company, Games Workshop found themselves opening offices and warehouses in all parts of the world. To maintain a company wide IT infrastructure WAN links were required to all these locations. A tender was put out to all the major WAN service companies and Games Workshop were able to pick a partner with the necessary coverage to the locations they required.*

*This started to highlight a number of issues - how much bandwidth was required? And once in place, within a fast growing business, how was this going to change? and then later, how was the cost going to be managed?*

*Further more, as with any role out of this size, how were any unexpected issues going to be supported with only a small IT team centralised in the UK?*

*Full Control Networks recommended a joint solution comprising of NetFlow Technology (Flukes ReporterAnalyser) and packet capture and monitor probes (Network Instruments Observer) behind the key routers.*

*The Netflow technology was aimed at providing detailed information on the traffic flows to and from each site. This information enabled the IT team to see which applications were being used in which quantities by which users. This enables them to manage how the bandwidth is being used and measure what requirements they are likely to have in the future.*

*The Observer Probes were aimed more at the detailed troubleshooting requirements. The probes are continuously monitoring the links to give the IT team a sliding window of what has been happening on the link. This means that when the telephone rings to say there was an issue 10 minutes ago, that data is likely to be stored in a probe and can be recovered for analysis. The Observer technology allows them to look at lost packets, retry rates, delays in response times and many other things that could be affecting the levels of service the users are experiencing.*

*In summary: the requirements of Games Workshop lead to two different solutions being targeted at two different problems, thus allowing the best technologies to do their jobs for the right reasons.*

*The ReporterAnalyser solution provided the information on where the investment in the WAN was going and helps Games Workshop manage this cost. The Observer solution provides the detail to troubleshoot the everyday problems that all IT teams have to deal with.*

*So by using FullControl and this combination of products Games Workshop achieved the best solution overall.*

