

Tranzqual

Exinda Improves User Experience for Mobile Workforce

The Challenge

Tranzqual is the Industry Training Organization responsible for setting world-class training standards for the commercial road transport, passenger services, warehousing and logistics, freight forwarding, ports and stevedoring industries. The company works with a wide variety of companies within these industries, including transport, bus, courier, taxi, warehousing, logistics, ports and stevedoring companies to increase the skills and knowledge of their employees.

The nature of Tranzqual's business demands that its more than 40 employees spend the majority of their time with customers providing training assistance to employees, assessing the performance of its registered assessors and accredited training providers, and measuring the efficacy of the training material. Their mobile workforce places significant demands on the company's communications network. In addition, the network supports traffic among the company's multiple offices in Auckland, Tauranga, Palmerston North, Wellington, Kapiti and Christchurch.

With the increasing traffic volumes on its corporate networks, Tranzqual's IT team needed a better understanding of its WAN traffic and real-time information on network availability. The company was also implementing a new web-based Customer Relationship Management (CRM) system, which would place additional demands on the network, with large numbers of users accessing the system simultaneously.

"As our business has grown, we have more 'road warriors' that need to access files and resources from our corporate network and to share information with one another," said Jason Bartlett, IT Manager, Tranzqual ITO. "We continually seek out and implement new applications that enable better knowledge transfer and collaboration, so it is important that our network can support increasing volumes of data, and that we can easily identify and monitor traffic from the various applications running across the system."

Bartlett recognized that Tranzqual needed the capability to monitor and measure traffic in its network and ensure there is sufficient bandwidth to support additional users and applications. With its employees frequently working in locations where network connectivity is poor, Tranzqual also needed optimization solutions that would allow these applications to work well in low-bandwidth conditions.

The Solution

Tranzqual wanted a solution that would provide the features the IT team needed to optimize its network performance, with an intuitive user interface from which they could produce reports that would help the management team make informed decisions on its systems and processes.

For Bartlett, the ability to see what was happening, and to prioritize traffic across the network were top priorities. He selected the Exinda WAN optimization solutions with ExOS 5.5, the latest generation of its ExOS software. The ExOS 5.5 features the integration of the Replify SoftWOC and Mobile Client, which helps Tranzqual to provide its team with an enhanced user experience whether in a physical office location or while traveling or working from a home office location. It also ensures that advanced applications, including web-based applications such as Microsoft CRM, will work effectively over the network, regardless of the type of connection being used, whether it is 3G datacards, public wi-fi hotspots or other types of network connections.

"By integrating Replify with its WAN optimization appliances, Exinda has produced a solution that is truly differentiated from other products we tested," said Bartlett. "With Exinda, we can ensure a much better user experience for our mobile workforce. The teams from Exinda and its local partner, Packet Technologies, also took the time to understand our business requirements and ensure the seamless integration of their solutions within our networks, with no downtime required."

The ExOS 5.5 is the first tangible product proof point of Exinda's virtualization strategy. "The ability to host a virtual partition on Exinda devices supporting applications such as Replify Raptor SoftWOC and ContentKeeper Web Security Gateway is a key differentiator," said Kevin Suitor, Exinda's vice president of marketing.

With Exinda, Tranzqual was able to address each of its networking concerns. "The Exinda solution has helped us improve application response time and reduce overall data on our network for the business office and our mobile workers," said Bartlett.

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About Exinda ®

Exinda is a global provider of WAN optimization and application acceleration products. Exinda has helped over 2,000 organizations worldwide reduce network operating costs and ensure consistent application performance over the WAN. The Exinda Unified Performance Management (UPM) solution encompasses application visibility, control, optimization and intelligent acceleration – all within a single network appliance that is affordable and easy to manage.



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