



## Dbam Case Study

Over the years we have had a vast amount of successful experience deploying dedicated leased line WAN links/VPN Tunnels for businesses throughout the UK. WAN links that drive business applications and increase productivity, whilst decreasing IT costs.

More recently however, we have found that organisations still require these types of connectivity solutions but at the same time are being driven towards cost based solutions such as VPN tunnels over ADSL Max or SDSL internet connections. With this type of solution our customers are increasingly finding that their ADSL Max speeds are ranging from extremely slow to extremely fast. Historically the end user would not know why this was the case but now, using IP Shaping & monitoring tools from Dbam, we are able to quickly and easily identify and rectify troublesome connection speeds.

Hobb Computer Services Ltd had a scenario whereby a client opened up a satellite office and wanted to deploy a Citrix based solution over an ADSL Max, Site to Site VPN Tunnel. This Citrix solution would deliver applications such as Email, file/printing and Digital Dictation. When the solution went live, the users found that sporadically the Citrix performance degraded but they just did not know why or how to correct it.

Hobb Computer Services Ltd deployed a DBam EP60 at each site. Instantly we were able to detect that the mail server was taking up to 100% of the Upstream Bandwidth and that a user on the LAN was performing Peer2Peer downloads at near 100% capacity. Just these two instances were enough to disrupt the performance of the Citrix solution.

By enabling traffic shaping on the EP60, we were able to limit the amount of bandwidth available to the Mail server whilst still allowing email to flow and more importantly for the Citrix solution to not be hindered. In the case of the user downloading potentially illegal files, his PC was immediately blocked using the DBam EP60 Active Flow block rules and the acceptable use policy was handled internally. As other services such as Blackberry have been added to the network over time, the DBam rules have been updated remotely to maximise bandwidth usage.

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