

## Case Study – Unreliable Performance Accessing Microsoft Office Documents

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### Customer

- Network Infrastructure Manager, Global Bank.

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### Challenge

- Users located in Glasgow were experiencing performance problems opening and closing documents stored on servers located in London.
- Problems were intermittent and affected individual users at any time.
- Glasgow office had legacy equipment installed, making it difficult to configure monitor ports required for data capture.

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### Methodology

- Using Advance7's **RPR** methodology, the **REACT**<sup>®</sup> team captured details of the problem.
- Analysers were installed in-line to overcome the shortcomings of legacy network equipment.
- Multiple data analysers were strategically placed on the customer's network providing end-to-end network data capture.
- A series of controlled tests were conducted to reproduce the problem.
- We worked with the company's network, server team and users to reproduce the problem.

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### Solution

- Two separate problems were identified and Advance7's recommended fixes applied :
  - Packet loss at the London office was identified as a speed and duplex mismatch between the core switch and the WAN router.
  - Packet loss at the Glasgow office was identified as a speed and duplex mismatch between the legacy network switches and the WAN router.
- Recommendation to evaluate a traffic shaping solution to prioritise business critical application traffic across the WAN.

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### Results

- Once the fixes were applied Glasgow users were able to use MS Office files in a timely fashion and normal network response times were established.
- Enabled the support teams to concentrate on other work-load.

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### Clarity – commitment – innovation

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