



FatPipe Case Study

StaffTechs implements FatPipe WARP to acquire greater bandwidth and WAN fault tolerance

Contact

865.392.9010 *phone*
865.392.9011 *fax*
866.339.0578 *toll-free*
info@StaffTechs.com
StaffTechs.com

Company Background

StaffTechs is an award-winning business that provides staff augmentation and outsourcing, based in Knoxville, Tennessee. Established in 1997, the Company specializes in recruiting and human resources (HR) services, combined with contracts and other business in governmental and commercial sectors. In addition, the Company provides non-contingent, long-term and temporary staff placements, temp-to-hire and direct-hire positions for various levels of skilled field employees for the Information Technology (IT) and Information Systems (IS) industries.



Situation

StaffTechs runs a number of critical services for customers, as well as Wide Area Network (WAN) applications that support employees. Applications such as Voice Over Internet Protocol (VoIP) and Virtual Private Network (VPN) require a robust and stable WAN infrastructure supported by high bandwidth, making WAN fault tolerance a must. StaffTechs searched for a product that would protect from intermittent failures of components or services in the network.

Solution

StaffTechs integrated FatPipe WARP into its network, aggregating two DSL connections with a cable connection to increase data transmission speeds and to achieve WAN redundancy, in case of any failures to components or services in the WAN. Having connections from two separate Internet Service Providers (ISPs) would afford StaffTechs another layer of redundancy to protect against service failure.

Benefits

The Company has avoided three WAN failures, increased ISP redundancy and the speed of data transmission. In addition, it has saved on monthly reoccurring costs by bonding Digital Subscriber Line (DSL) and cable in lieu of bonding several T1s. The monthly fee of one T1 line is more in comparison than the two DSL and cable line connections combined.

“We have had three instances where WARP has already paid for itself,” said Operations Manager Jay Gingrich in regard to a

DSL modem failure, DSL connection failure and a cut cable problem. “The modem failure lasted approximately 36 hours, the DSL connection failure lasted several hours during a hardware system upgrade and the cable failure lasted more than four hours. The failed components would have crippled our WAN and would have shut down the Company’s telecom systems and all remote data access for customers and employees working remotely. The WARP bypassed the failures, automatically rerouting traffic to available lines. The failover was seamless and automatic.”

Services provided by StaffTechs include hosting customer servers via Virtual Network Environments, which are also used to migrate customers’ systems from one operating system to another in a virtual space for safe testing and development. Other mission critical WAN applications include a Web-based time tracking system to record the hours employees work at customer sites, which is tied into an automated payroll system. In addition, a recently installed terabyte Storage Area Network (SAN) hosts Web sites with virtual servers and provides off-site backup storage for customers. Data from customers is transferred over the SAN in the middle of the night. One-hundred percent uptime is imperative to StaffTechs.

WARP provides the always-up WAN availability StaffTechs needs to support their VPN among its several offices and to continue to provide exceptional service to customers who rely on the Company’s Web-based applications.