

CASE STUDY

Unicoop Clears Network Congestion and Dramatically Decreases Help Desk Calls with Exinda

Unicoop Tirreno



GFI Software™



About the Client



Unicoop Tirreno is one of nine large consumer cooperatives in Italy, and is part of ANCC the League of Cooperatives and the cooperative consortium Coop. With over 100 outlets in 4 regions and 4,500 employees, the organization caters to nearly one million members across 29 sectors.

Applications like VoIP and electronic payment services are critical to Unicoop's core business as they are necessary for member communication and to process payments. To ensure optimal performance of these apps, Unicoop's IT team needed a reliable network management solution that would optimize bandwidth usage efficiently and prevent a costly bandwidth upgrade.



The Challenge

"The network was almost completely saturated by only a few services, which was interfering with our ability to serve our coop members."

Unicoop's various services and applications were constantly competing for network resources. VoIP, electronic payment and accounting systems are critical to day-to-day operations, but file transfers, SAMBA and antivirus updates were saturating the available bandwidth and interfering with their performance.

Unicoop wanted a solution that would not only give visibility into the traffic (both sanctioned and unsanctioned) that was consuming bandwidth, but that would also prioritize and optimize the coop's critical services.

- ✓ Improved VoIP performance
- ✓ Reduced Anti-Virus update traffic by 70%
- ✓ Avoided costly bandwidth upgrade



The Solution

“Exinda offered us the best price and performance for our needs. The Exinda interface is so clear and easy-to-use that we’re able to control and manage all network activity without overloading the IT department.”

Unicoop recognized that investing in a bandwidth upgrade would not address their problem. To solve their application performance challenges they required a solution that would give them insight into how network resources were being consumed and allow them to prioritize how and when users and applications consume bandwidth.



The Results

“With Exinda in place, we no longer experience network congestion. The user experience has significantly improved and we’ve seen a dramatic decrease in helpdesk calls”

Since implementing Exinda, Unicoop is able to apply policies to prioritize its VoIP, electronic payment and accounting services and limit the amount of bandwidth used by less critical services. With complete visibility in the network, Unicoop discovered that anti-virus updates were saturating bandwidth and were able to reduce this traffic by 70%. Unicoop also avoided upgrading their bandwidth resulting in significant cost savings. .

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