Customer Case Study

Allparts Automotive Repairs WAN

with a Talari SD-WAN

Established in High Wycombe, Buckinghamshire, UK, in 1974, Allparts Automotive distributes auto parts to more than 3,000 auto repair firms from its head office and nine branch offices located across the north and west Home Counties and London.

Allparts Automotive stocks more than £10 million of auto parts for all makes of European and Japanese vehicles in more than 100,000 square feet of warehouse space. More than 100 delivery vehicles provide "delivery on demand" in one hour or less to trade customers. Allparts Automotive maintains a centralized networking environment, providing email, Internet browsing and terminal services for all locations via the head office. To provide connectivity to the branch locations, Allparts deployed a Multi-Protocol Label Switching (MPLS) network with a single ADSL-based tail circuit connecting each remote site, plus an Internet VPN for failover backup. The ADSL circuits provided approximately 1.5 Mbps, however, contention among users often reduced available bandwidth.

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>
> **Nick Fulford**
> **IT Manager**
> **Allparts Automotive**

Allparts Automotive's Challenge

Failover from the MPLS circuits to the VPNs was managed through BGP, which polled links every five minutes. This meant that a branch could be down for up to five minutes before the backup circuit was activated. "Customers expect deliveries within an hour of a phone call. Five minutes of downtime would be a real problem at a branch," says Nick Fulford, IT Manager at Allparts. When a failover occurred, and it happened all too often, there was no notification to alert IT staff. Often the link didn't fail back, leaving users stranded on the slower backup line for days. In time, the backup might also fail, cutting all communication with the head office.

Even when the ADSL links were working, bandwidth was inadequate, creating a bottleneck between branches and the head office. But because the MPLS provider supplied the ADSL links, Allparts Automtive had few choices. It also frustrated Fulford that he could not take advantage of the idle VPN bandwidth. What he needed was a network that could provide more resilience and more bandwidth; one with instant failover, timely notification and the ability to utilize all circuits simultaneously.

Agenda IT and Talari Solution

Agenda IT, Allparts Automotive's managed service provider, suggested that Fulford consider Talari Networks. Talari's SD-WAN with Adaptive Private Networking technology steers data over the best, most reliable route, over multiple connections from diverse carriers. Talari's SD-WAN aggregates two or more network connections at each site and continuously monitors performance of every network path between locations. Measurements of loss, latency and jitter are used to detect and respond to congestion in a sub-second time frame, allowing the solution to make real-time traffic engineering decisions on a packet-by-packet basis.

Results

Recognizing the benefits of the Talari solution, Fulford worked with Agenda IT to install Talari appliances at the head office and in

Executive Summary

Company
Allparts Automotive

Location
Buckinghamshire, UK, with nine branch offices across north and west Home Counties and London

Key Applications
Email, VDI, and Terminal Services

Challenge
Even though each distribution center was properly equipped with backup circuits, long failover times resulted in frequent network issues; causing inefficiencies, frustration and the potential for lost business.

Solution
Talari SD-WAN

Results

- Improved reliability
- Increased bandwidth availability
- Reduced networking expenses
- Faster fiber-based Internet access at some locations

"Talari sends traffic down all links at the same time and notifies us immediately if a link should fail."

Nick Fulford
IT Manager
Allparts Automotive

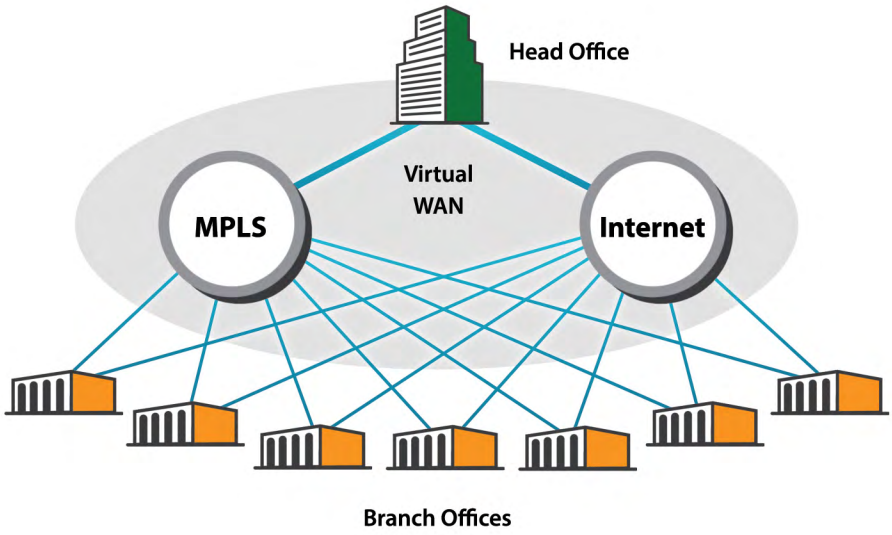
the Hayes remote office, and a Talari appliance at each of the branch locations. He then replaced the unreliable MPLS network and low-bandwidth ADSL tail circuits with higher-speed DSL lines—two at smaller sites and three at larger locations. "We've got about four times the bandwidth that we used to have," says Fulford. "Talari sends traffic down all links at the same time and notifies us immediately if a link should fail." Rather than failover, the Talari solution uses all of the available bandwidth most of the time and fails away from bad bandwidth within a fraction of a second so that all of the connections to the head office stay active.

Talari has dramatically increased Allparts Automotive's flexibility to meet changing business needs. "With our old MPLS network it would take 30 business days to add or change a tail circuit, and the carrier often didn't meet due dates," says Fulford. "Now a DSL takes a week or less, and we have a choice of providers."

The biggest benefit Talari delivers, in addition to greater reliability and higher performance, is lower total cost of ownership. "Our entire network was costing us £50,000 a year," estimates Fulford. "When we began leasing the Talari appliances that dropped immediately to £40,000, a £10,000 savings straight off. And over five years, we calculate a savings of £80,000 with Talari."

Agenda IT, Allparts' MSP, was key to the successful deployment of Talari within Allparts Automotive's network. "Upon designing and implementing the wide area network for Allparts, Talari was the only solution that resolved all the issues that Allparts had: reduced costs, increased bandwidth, increased resilience, quality of service and ease of management," said Mike Adams, Agenda IT technical director.

"Talari allowed us to be carrier independent and gives us the flexibility to change carriers as the market develops." Allparts now owns the intelligence within its network, which means it can control and alter the network as the business develops. This also means the network will be as good for the business in five years as it is today, no matter how the business develops.



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About Talari Networks

Talari Networks, the trusted SD-WAN technology and market leader, engineers the internet and branch for maximum business impact, delivering superior application reliability and resiliency, while unlocking the benefits of branch consolidation. Incorporating years of innovation into five generations of product, Talari is deployed across thousands of sites in 40 countries.

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