



CIRRUSWORKS

Case Study: King William County

CirrusWorks in the Public Sector

Faced with an over-subscribed Internet connection and lack of access to cost-effective bandwidth, the County Administration Offices for King William County, Virginia struggled with a slow and unreliable Internet connection. CirrusWorks enabled King William County to optimize their existing bandwidth and reduce latency – significantly improving Internet reliability during periods of data congestion.

Challenge

The County Administration Offices for King William County, Virginia regularly host 90+ employees and more than 100 daily users. Due to its geographic location on Virginia's Middle Peninsula, low cost, high speed Internet is not available, forcing the bulk of the County's governmental operations to be conducted over just two T1 lines.

King William is a rural county of approximately 16,000 people. The County's Administration complex is home to several functions, including: the Administrator's Office, the Treasurer's Office, Commissioner of the Revenue's Office, the Parks and Recreation Department, the Planning Department, the Finance Department, the Registrar's Office, the Sheriff's Department, the Department of Public Utilities, and the Commonwealth's Attorney's office. All of these offices and departments share the same Internet connection.

Many of the County's finance applications are Internet-based.

Over-subscription to the narrow band T1 connections often resulted in data congestion on the LAN. During periods of congestion, transactions simply would not go through or pages would load very slowly. This reduced employee productivity, frustrating both finance staff and citizens.

Solution

The County considered purchasing additional T1 lines, but the high cost, minimal performance boost, and budget constraints prevented them from doing so. Conversations with local Internet providers gave them little hope that fiber or bypass solutions at a lower cost would soon be available. They soon realized that the only cost-effective solution was to optimize the bandwidth they already had.

With no dedicated IT staff, any solution had to be straightforward and easy to manage. Traditional packet shapers and similar bandwidth management devices were too expensive to buy and too expensive to support. The



KING WILLIAM COUNTY

SUMMARY

Industry

- Public Sector

Number of Users

- 90 employees and more than 100 total daily Internet users

Challenges

- Slow and unreliable Internet connection
- Difficulty assisting citizens
- Lack of cost-effective bandwidth from carrier

Solution

- Optimize existing T1 circuits and reduce the impact of data congestion through the CirrusWorks Governor

Results

- Reduced latency and improved reliability during periods of data congestion
- Improved customer service

zero-configuration, plug-and-play CirrusWorks Governor device provided the ideal cost-effective solution.

Results

Within 5 minutes of installing the Governor, applications that depended upon Internet connectivity became more reliable and the perceived speed of the connection was increased.

Assistant to the County Administrator—Operations, Joseph M. Topham, reported that Internet pages that previously would not load, or load incorrectly, now loaded reliably and properly. User satisfaction increased and tasks that were often bogged down by the slow and unreliable connection could be completed in a timely and efficient manner.

Topham noted that with the increased reliability and performance of the County's existing T1 lines, they could now evaluate and implement additional cloud-based applications like video-based training and certification programs.

ABOUT CIRRUSWORKS

CirrusWorks™ is the leader in dynamic bandwidth management. The CirrusWorks Governor™ optimizes traffic during peak congestion periods to ensure fast and reliable Internet performance for all users. Only CirrusWorks employs AutoAlgorithms™ that adapt to unpredictable traffic patterns in real time, without the need to pre-configure static rule sets or policies. For more information, visit www.cirrusworks.net.

“The CirrusWorks Governor has given us a faster connection while substantially improving the reliability of our Internet service. In a rural community where reliable Internet capability can be a challenge, CirrusWorks helps us better utilize online solutions to more efficiently serve the citizens of the County.”

—JOSEPH M. TOPHAM, ASSISTANT TO THE COUNTY ADMINISTRATOR—OPERATIONS