



### Project summary:

Operating in more than 50 countries, and a client base of over 250 retail groups, TCC Global is a world-leader in programmes that increase total store sales.

Relying heavily upon internal and WAN connectivity, TCC Global needed a new solution that would improve bandwidth usage and deliver firewall protection.

Virtek evaluated available technologies and implemented Smoothwall and Exinda to deliver substantial performance improvements, effective management controls, improved reporting facilities and value for money.

**“One of Virtek’s strengths is their ability to quickly understand our objectives and propose a range of solutions based on the latest technologies. Nothing is too much of a problem for them; they are very keen to help and deliver exceptionally good levels of service.”**

Andy Tennent,  
IT Projects Manager  
TCC Global

### A relationship built on trust and confidence

TCC Global is a world-leader in the design of programmes that increase total store sales by improving frequency, average transaction levels and other crucial KPI’s. Over the past two decades, TCC Global has partnered with many of the world’s leading retailers, running well over 5,000 programmes to successfully deliver concrete and measurable increases in revenue and market share. With an annual turnover in excess of £500 million and a client base of over 250 retail groups in 50 countries worldwide, TCC supports a truly global operation.

### Partnering with the experts

TCC Global has a philosophy of partnering with a small number of specialist organisations to develop close working relationships. “TCC has an internal IT team of about 9 people worldwide,” explained Andy Tennent, TCC Global’s IT Projects Manager. “The team is highly experienced and as well as maintaining and enhancing our internal IT infrastructure, focuses on project development and explores how new technologies can help us improve performance. Although we have substantial in-house capabilities, we recognise the importance of external expertise and specialised knowledge.”

With offices across the globe, TCC Global relies heavily upon internal and WAN connectivity for the exchange of information, research and video conferencing. As with all multi-national organisations, TCC Global recognised that available connectivity speeds varied from region to region and identified the need to improve WAN connectivity speeds. Alongside this objective, TCC Global had also decided to implement a Unified Threat Management solution.

### The two core issues

“We essentially faced two issues,” continued Andy Tennent. “With between 30 and 70 employees in each office, the ongoing availability and reliability of our bandwidth was of crucial importance and we needed a new solution that would deliver the facilities that we needed as well as provide detailed reporting capabilities. At the same time, we had to improve our firewall protection – our open source firewall solution was becoming more and more unreliable.”

TCC Global had previously partnered with Virtek where they had provided various consulting and product integration services. As Virtek is an established provider of highly effective IT that maximises performance, simplifies management and guarantees resilience and efficiency; they were well placed to understand TCC’s business issues and propose solutions from leading vendors in this field.

## Benefits:

- Partnership with Virtek delivers external expertise and specialised knowledge
- Virtek quickly understood issues and objectives and proposed a range of solutions based on the latest technologies
- Evaluation equipment allowed the test of live applications to evaluate performance
- Smoothwall delivered substantial performance improvements, effective management controls, improved reporting facilities and value for money
- Exinda provided application visibility, control, optimisation and intelligent acceleration
- TCC Global now has far better control and management of global bandwidth, can identify problem areas and control bandwidth usage far more effectively
- Reporting capabilities considerably improved

## A trusted relationship

“Our relationship with Virtek has been built on trust and confidence,” said Andy Tennent. “One of Virtek’s strengths is their ability to quickly understand our objectives and propose a range of solutions based on the latest technologies. Nothing is too much of a problem for them; they are very keen to help and deliver exceptionally good levels of service.”

Following discussions and a full understanding of the project objectives, Virtek evaluated a range of solutions and returned with proposals, time scales and costings. To address TCC Global’s Unified Threat Management (UTM) objectives, Virtek proposed the adoption of either Barracuda or Smoothwall devices – both of which would meet and exceed TCC’s immediate and long term requirements. “Our objective from the UTM project was to find a product that we could use in our offices worldwide that would provide us with a good platform for internet access whilst providing protection from spyware, viruses etc. The other key objective was to standardise on the technology and to have good support in each country so that management was simplified” confirmed Andy.

Alongside this, the Exinda Unified Performance Management (UPM) solution, which encompassed application visibility, control, optimisation and intelligent acceleration, was recommended to provide the necessary traffic shaping and WAN optimisation. So when Andy gave the go ahead for the evaluation phases of the projects, Virtek was able to provide equipment from both Barracuda and Smoothwall and test these devices on TCC Global’s live applications.

## Substantial improvements

From these trials, the results demonstrated substantial performance improvements, effective management controls, improved reporting facilities and value for money - leading both Virtek and TCC Global to conclude that the Smoothwall technologies were better suited to TCC’s requirements - and the global rollout began across TCC’s infrastructure.

“The results have exceeded all of our expectations,” explained Andy Tennent. “We now have far better control and management of our global bandwidth and can see which applications are making the greatest demands - enabling us to identify problem areas and control bandwidth usage far more effectively. Our reporting capabilities have also been considerably improved and we have far more robust protection for virus and external attack.”

As well as supporting the Smoothwall and Exinda solutions, TCC continues to partner with Virtek on a number of projects including storage enhancement and a global collaboration and document sharing initiative. “Our relationship with Virtek is extremely beneficial – in Virtek we have our partner of choice.” concluded Andy Tennent.

The deployed technologies include:



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