

## WFS Relies on Accurate Visibility to Improve Service and Productivity

### About the Worldwide Flight Services

Since 1971, Worldwide Flight Services (WFS) has been growing its business into one of the world's leading providers of ground handling services for airlines and airports, and today they serve more than 300 airlines and 195 airports on five continents. Their reputation has been built on assisting airlines and airports in growing their business based on the quality and reliability of WFS services and the expertise and professionalism of the WFS global team. Our case study focuses on WFS France which provides services through its offices located in Paris Charles De Gaulle, Orly and other French airports.

### Challenge

WFS cargo operations and terminal management services are built on safety, security and punctuality. When teams throughout France began complaining that slow response time from critical applications were affecting their ability to meet SLAs and deliver high-quality service, WFS IT France and the Group CIO, began to investigate. Allot was called in by system integrator RSM Consulting and solutions distributor Miel after their incumbent technology provider was unable to find the root cause. We had three important goals:

- Address the congested network
- Guarantee QoS for remote sites and for business-critical applications
- Improve overall QoE without adding more bandwidth capacity



Worldwide Flight Services

Vertical | Enterprise  
Industry | Transportation  
Region | EMEA  
Solution | Traffic Management

### Challenge

- Unknown problems causing network congestion
- QoE for remote site users and business-critical applications affected
- Cost-effectively improve QoE without significant bandwidth investment

### Solution

Allot began by deploying Service Gateways (SG) in the datacenters where LAN, WAN and Internet traffic is monitored. Doing this revealed several remote endpoints that were hogging bandwidth with large file transfers and syncing too frequently. Using SmartTraffic QoE, WFS was able to implement QoS policy that shaped traffic and assured critical application performance and user QoE network-wide.

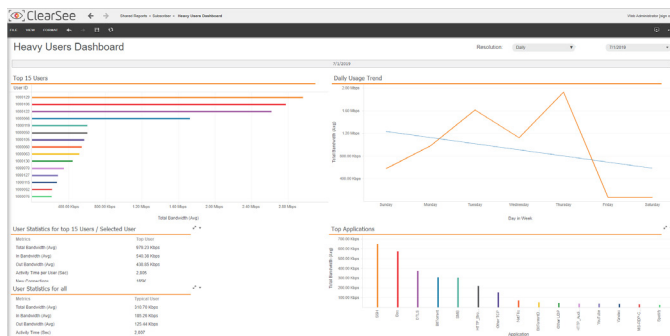
### Benefits

- Gain full visibility of user and application behavior
- Align application performance with business priorities
- Improve application QoE at remote sites
- Enhance business productivity

## Solution

Allot started by providing granular, Layer-7 visibility through the deployment of Allot Service Gateways, to find the culprits of the congestion. Our results surprised the in-house IT team:

- 33% of the WAN traffic was generated by remote endpoints synchronizing MS Windows and Office 365 files, including an old XP workstation that was not optimized for Office 365 downloads.
- Microsoft SMB File Sharing and desktop anti-virus updates were also consuming valuable WAN bandwidth.
- VPN applications were being used to bypass the local proxy and hide recreational Internet activity.



“When we looked at our network traffic through Allot’s visibility dashboards, it was eye-opening,” said Toufik Ouanaïm, IT France Manager and David Le Clei, Network Architecture at WFS. “For the first time ever, we got a truly accurate view of application and user behavior on our LAN, WAN and Internet links”. Armed with fresh insight and Allot’s powerful policy toolset, WFS implemented QoS policy that guarantees minimum bandwidth to critical applications. Even during congestion spikes, the policy assures performance and user Quality of Experience across their entire network. The team at WFS also applied rate-limiting to SMB File Sharing and anti-virus updates so these downloads can carry on in the background without hogging available bandwidth.

WFS also activated DDoS Secure in their Allot Secure Service Gateway platforms to protect firewalls and routers from inbound and outbound flooding attacks and to contain the activity of bot-infected hosts on the network. WFS have also freed up Internet bandwidth capacity and minimized productivity distractions in the workplace by replacing their open-source web filtering solution with Allot’s proxy secure web gateway. Allot’s full support for MS Active Directory enables seamless integration with the company’s domain controller, allowing WFS to implement content filtering per user or user-group. Allot’s proxy secure web gateway also protects all users from malware threats.

“With Allot application visibility and policy control, we provide more granularity on the network side and then give more efficiency to our security and more priority to our operations customers”

Toufik Ouanaïm,  
IT, WFS France Manager

## Benefits

Using Allot visibility, security and control solutions WFS are now able to:

- Assure application performance and user QoE for remote sites
- Reduce bandwidth costs
- Enhance business productivity
- Maintain their reputation for excellent service and customer satisfaction
- Troubleshoot faster

## Resources

[About QoE Congestion Management](#)

[About QoS Traffic Shaping](#)

[About DDoS Secure](#)

Learn more about  
Allot's Solutions »