



AscenLink® Helps High-Tek Corp. Build a Comprehensive Network Policy

● Business Background

High-Tek Corp. was founded in May 20, 1984, with a capital of nine million US dollars. Its main products include wires for notebook computers, coaxial cable, and wireless components. The company's top clients include Acer, Arima, FIC, Mitac, Twinhead and other large manufacturers.

● Business Challenges

Challenge 1

The main challenge for High-Tek Corp. is to maintain fast and reliable communication between its workers and clients. The company currently employs a staff of over two thousand and seven hundred workers in its China factories, with the number is expected to reach four thousand in the future, excluding the employees in Taiwan branches. The production of wires requires frequent communication with the clients because every product is made using a customized production cycle. On top of that, four main offices and factories are located in Taiwan and China: headquarter in Taipei and branches in Hsin-Chu, Guangdong, and Kuen Shan. Therefore, connecting offices and factories together as well as communicating with clients will be the biggest challenge for the IT department.

Challenge 2

The head of the IT department at High-Tek Corp. joined the company last year after seven years of experience in developing MIS and ERP systems. He examined the current network system and realized that every branch had its own network policies because in the earlier years, every branch had different resources and the employees had different knowledge and background. As a result, the cost of operation cannot be minimized and it is difficult to construct a unified network policy for all branches.

Challenge 3

As the PC market became highly competitive in the recent years, the IT department faced the challenges of developing new products and a new internal ERP system for the company. Although the company had implemented VPN in the network as it expanded to Mainland China, the overall network was not stable. And the developers could not focus on the improving the internal policies. Now, High-Tek Corp. is in search of a IT device that will replace the old network structure and allow all the branches to share resources and reduce the cost of ISP connections.



● **Solution**

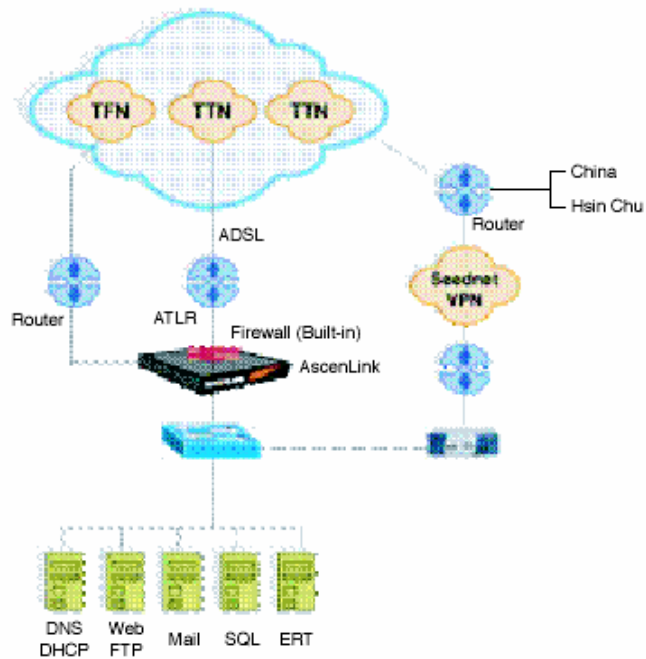
Why AscenLink®?

To meet the demands of a large manufacturing company such as High-Tek Corp. requires an IT device which is powerful, user-friendly, easy to maintain, multilingual, reasonably priced, and firewall-enabled. Such a device will be able to satisfy the employees at all the branches, and lower the cost of operation. The head of IT has previously experiences in foreign products which offered Multihoming, as a result, he quickly found AscenLink to be an ideal product for the company.

After extensive testing procedures, AscenLink not only met all the requirements, but more importantly, AscenLink offered a convenient method to manage outbound bandwidth and improve the internal network performance and efficiency. It took High-Tek Corp. a period of less than three months to test and purchase AscenLink, and the initial network setup was completed in March 2003. Taipei and Hsin-Chu offices are currently using AscenLink in everyday operations, while the testing process has just completed in the China branches.

Benefit

1. Fault tolerance ensures a non-stop, safe, reliable, and fast network amongst the branches. Not only has the IT department experienced AscenLink's power, other departments in the company have also felt an improvement in the network. In the six months after integrating AscenLink in the system, the network has not experienced any disconnections between offices and factories.
2. Bandwidth Management greatly improves the quality of the network. For example, there are no longer any network congestions during video conferences. AscenLink's reliability has also allowed IT developers to focus on the development and maintenance of the company's ERP system.



3. User-friendly Interface

AscenLink's user-friendly interface has allowed for smooth operations in the Chinese branches and the Taipei head quarter no longer needs to send MIS executives to visit and monitor the condition of those offices. AscenLink's support for multi-languages has proved convenient in the management of overseas branches and its Log feature has allowed the Taipei head quarter to monitor the network behaviour of other branches through remote access. Thus, the cost of operation can be lowered significantly.

● Return on Investment

By incorporating AscenLink into the network, High-Tek Corp. has eliminated the need of extra ISP connections and lowered the cost of human resource management. More specific reductions in the cost of operation include the following:

- 1 AscenLink offers true multihoming that load-balances inbound traffic as well as detects and redirect traffic away from failed links. It does not need complex BGP programming or cooperation from ISP.
- 2 With real time load sharing and load balancing, AscenLink's intelligent router engine directs each session or connection to the best available link.
- 3 The network health check engine monitors the network around the clock and provides fail-over/fail-back functions.
- 4 AscenLink provides comprehensive log files for each major function. The build-in real-time monitoring tools put short-time and long-time statistics under MIS staff's total control.

