

CUSTOMER SUCCESS STORY

# TWT Protects Service Quality



## Precise congestion management protects quality of experience

When TWT received calls from business subscribers reporting a drop in service quality, the network team looked to Sandvine for assistance. Using our business intelligence tools to understand the problem, and our traffic optimization tools to solve it, TWT implemented a regulatory-compliant solution that restored and permanently protected the quality of experience (QoE) of their business clients.

### Revealing the Problem

TWT noted an increase in customers calling about service quality concerns. Sandvine's business intelligence tools revealed that, Microsoft's 'Patch Tuesday' updates were saturating wholesale links.

These bulky software downloads were harming the quality of experience for business-critical communications applications and other real-time services.

### Restoring Service Quality

TWT used Fairshare Traffic Management to continuously measure subscriber QoE and to take action if quality is at risk.

The QualityGuard feature detects when QoE reaches a breaking point, and then—precisely and in real-time—redistributes bandwidth to protect sensitive applications until the network congestion disappears.

### Delivering Real Results

After implementing Fairshare Traffic Management, the calls to TWT's support center stopped.

*"With Fairshare Traffic Management, TWT has seen a demonstrable improvement in overall internet quality of experience, network efficiency, and data delivery."*

- Brian Turnbow  
Network Manager

### About TWT

TWT S.p.A., founded in 1995, addresses reseller, carrier, and corporate markets in Italy with a full range of integrated communication services tailored to the specific needs of its customers: Unified Communication & Collaboration, Cloud Computing, Voice services, Internet broadband, VPN, IT security, and Web design.



Is QoE protected on your network? Visit [www.sandvine.com](http://www.sandvine.com)