

# Case Study: CAA-Quebec



**Industry:** Not-for-profit services organization

**Challenges:**

- With over 900,000 members to serve, servers must be available to provide online services
- Remote users and affiliated partners must be assured SSL VPN access
- Severe weather conditions cause sudden increases in demand
- Retail applications must be able to connect to suppliers and providers

**Solution:**

- The Elfiq Link LB-3000 provides the bandwidth, processing power and flexibility required to manage all the links needed to maintain an efficient operation
- Two units are used, one for production and one for testing purposes
- The LB-3000's LAN failsafe feature will keep traffic flowing even if the unit loses power
- Partner professional services were retained to assist in planning and configuring the LB 3000 units

**Benefits:**

- CAA-Quebec now has the bandwidth performance it requires to deliver its on-line services at peak performance
- Every time a link is added for increased performance, it is done seamlessly and in a few minutes
- There is no more need for human interaction when a link fails to guarantee uptime, freeing resources and ensuring uptime in key areas
- Performance of Internet-based services is optimal

*« Elfiq has greatly helped us provide the services we need to deliver to our internal and external users. The LB-3000 units perform beautifully and managing them is very straightforward. It helped us keep costs down and satisfaction up. »*

Stéphane Gauthier  
Senior telecommunications analyst  
CAA-Quebec

**Overview**

CAA-Quebec, the Quebec counterpart to the AAA (American Automobile Association), offers automotive, residential, insurance and travel services in the Province of Quebec to over 900,000 members. It has over 18 locations and serves its automotive service customers through hundreds of local service providers supplying emergency road service, road tests, repair services and much more.

**Challenges**

CAA-Quebec must respond to very large numbers of requests, so connectivity is crucial to maintaining all the service providers, locations and customer-facing applications. Due to the nature of its business, the number of services CAA-Quebec delivers will be affected by changes in local weather conditions (cold, snow, storms, etc.), and it is quite dependent on geography as well. From a technology perspective, systems must be available at all times, and the connectivity solution must enable transactions over the implemented SSL VPN architecture, so performance is critical.



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## Solution

With demands to meet and links to manage, CAA-Quebec decided to evaluate Elfiq's LB-3000 unit because of its port density, throughput and ability to support many IP links of any kind.

The Elfiq unit performed as discussed in the evaluation and stress tests, meeting and exceeding CAA-Quebec's requirements and objectives.

CAA-Quebec decided to acquire two LB-3000 units, installing one as the main unit in production at headquarters, supporting over 11 concurrent links of many types, and using the second unit as a failover and staging unit.

Elfiq's professional services were involved to assist with the architecture, planning and deployment of the selected solution. As a result, the project was completed very quickly and the deployment was successful.

## Benefits

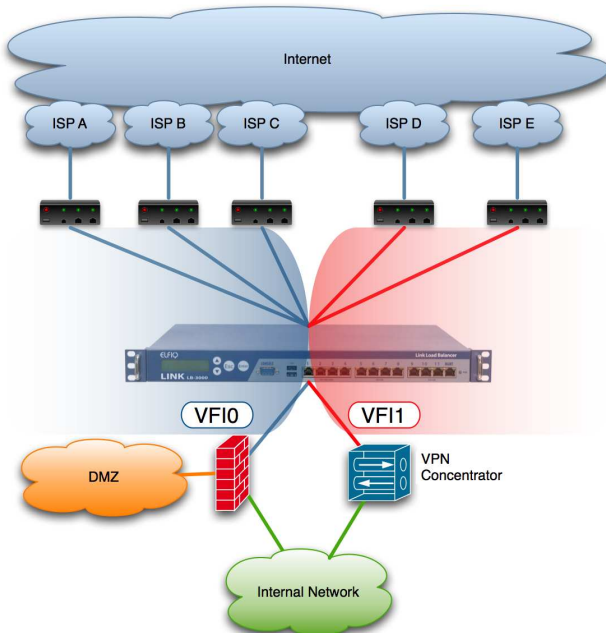
With Elfiq's LB-3000 units, CAA-Quebec is meeting and exceeding their objective for uptime and availability, no longer experiencing any downtime or bandwidth congestion.

The networking team does not have to manually intervene when an Internet link fails. The Elfiq unit automatically adjusts to traffic demands and link availability, so employees are no longer required to learn how to perform certain tasks and can focus on more proactive activities while ensuring network uptime.

Another benefit for this organization is that they can add as many ISP links as they need without worrying about hardware restrictions and upgrades. The LB-3000 can accommodate up to 160 links at maximum capacity. Also in this process, the links added can be low-cost, such as the cable modem they are installing to complement the current ones.

The Elfiq LB-3000 made it possible to meet and exceed uptime objectives and add performance at low cost.

### Overview of CAA-Quebec's Elfiq implementation



VFI: Virtual Forwarding Interface, a virtualized Elfiq link balancer. Up to 5 can run simultaneously in a LB-3000

### Elfiq Link LB-3000



Maximum number of WAN links	160
Maximum throughput	800Mb/s
Maximum number of concurrent sessions	2.56 million
Seamless integration	Yes, standard
SitePathMPTX link multiplexing	Yes, standard
Global Geolink geographic balancing	Yes, option
Intelligent Service Vericator	Yes, standard
Intelligent DNS	Yes, standard
High-availability	Yes, standard
LAN Failsafe	Yes, standard
Denial of Service protection	Yes, standard
Maximum number of VFIs	5
Format	1U appliance

To learn more on how Elfiq Networks can assist your organization maximize its IT infrastructure please contact us at: sales@elfiq.com • www.elfiq.com • 888-GO-ELFIQ • (+1) 514-667-0611