

# CASE STUDY: D2L

## Packetworks' Implementation of a Failover Network Connection



Unparalleled.  
Reliable.  
Network Solutions.



## About D2L (Desire2Learn)

D2L is a Canadian technical company based in Kitchener, ON that is focused on supporting education across the globe. D2L's technology is currently being used by customers in K-12, higher education, healthcare, government, associations and the corporate sector. In twenty years, their team has grown to include over 750 employees around the world. They currently have offices in Canada, the United States, Europe, Australia, Brazil, and Singapore.



## D2L's Requirements

Because D2L's clients rely on their technical services and expertise 24/7, they require an exceptionally reliable internet connection. Packetworks' was tasked with developing an advanced network solution that would support D2L's Kitchener Office's over 500 staff members in their internal work activities and that would result in near immediate network recovery should their internet go down.



# Approach

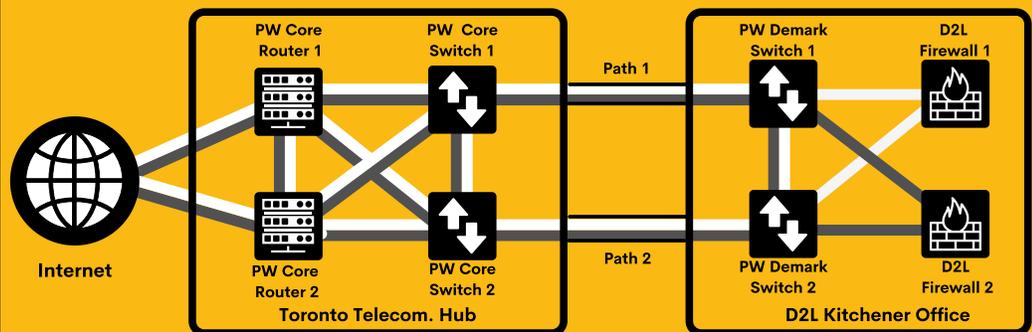
## Proposal

In this specific case, Packetworks' unparalleled services involved creating two parallel internet paths. Packetworks proposed that D2L create a carrier diverse failover network to ensure the connectivity they require. This redundant connection involves creating two separate, symmetrical, high throughput fibre connections and running their network through two completely independent fibre infrastructures to reach their clients. Packetworks' access to diverse infrastructure provided a unique advantage to D2L.

## Implementation

Packetworks and D2L created a project team comprised of specialized staff from each company that attended weekly meetings throughout the duration of the project to maintain transparent communication and ensure that progress was consistently measured against the projects set timeline goals. To complete the project Packetworks...

- Scheduled site visits with the diverse carriers and building management to finalize the internal and external network paths
- Worked with D2L IT Technical Team to establish firewall protocols that accommodate their specific set up requirements
- Built and tested the network in the Packetworks simulation lab
- Collaborated to determine a cutover date and time that provided minimal disruption to daily operations



" The performance and reliability of PacketWork's redundant design has been excellent since the day of installation "

- Mark Wilson, Sr. Network Administrator, D2L

## Results



Network setup has consistently aided D2L during unexpected network interruptions

Failover provides seamless transfer from one carrier to another within 10 seconds when needed



D2L Managers have ease of mind knowing they have an unparalleled, reliable network solution