

# BREWIN DOLPHIN SECURITIES

Teneo Helps A Leading Private Client Investment Manager Improve Application Performance Across 37 Sites Using Riverbed's Steelhead® Appliances.



## About Brewin Dolphin

Brewin Dolphin Securities is one of the leading independent private client investment managers in the UK. They aim to maintain a discreet and personal local service, and provide for all the investment needs of their clients who are based throughout the UK and overseas. The organisation lives off its local reputation and presence. The organisation employs over 1,500 staff in 37 offices across the UK – including the Channel Islands and Northern Ireland. Most of the applications used consisted of Windows, Microsoft Exchange and Web applications (Usage of Web applications were continually increasing).

The organisation already had in place a resilient network architecture and a dual WAN and were looking to consolidate servers from branch offices down to the data centre. The company has introduced new business critical applications and deployed Voice over IP. These factors combined made it essential for them to make sure the network would perform well enough to cope with these demands.

## The Challenge

Create a Secure, Streamlined and Consolidated IT Environment That Was Able to Cope With A Large Dual WAN Architecture and Future Demand.

“We needed a product that was capable of accelerating database applications and SSL acceleration in the future. We looked at increasing bandwidth but didn't want to go down this path because it was cost prohibitive, inefficient and would not address the issue of latency.”

Stuart Christie

## The Solution

Deploy Riverbed Steelhead Appliances into 37 sites

“We did considerable research into the different application performance solutions available. We looked in particular at Cisco's WAAS (Wide Area Application Services) but discounted their solution on the basis that the product was relatively new to market and not as proven as the Riverbed product. They didn't have a roadmap to deal with SSL security and it appeared to be far more complicated to set up and use. Riverbed on the other hand was simple to deploy, user friendly and able to do all that we needed it to do.”



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“We wanted to ensure that the centralisation of services wouldn't detrimentally impact performance and would allow new applications to be viewed in the best possible light by the user base. Getting user buy-in is essential and we needed to ensure that these changes would be readily accepted.”

Stuart Christie  
Head of Networks

## In Brief

### Industry

- ▶ Financial

### Challenge

- ▶ Support centralisation and consolidation of servers
- ▶ Able to cope with a large dual WAN architecture and future growth
- ▶ Capable of accelerating database & SSL applications
- ▶ Make best use of limited bandwidth

### Solution

- ▶ Deployment of Riverbed Steelhead Appliances across 37 sites

### Benefits

- ▶ Increased application performance
- ▶ An average of about 55% reduction in traffic
- ▶ Simple to deploy
- ▶ The CMC allowed visibility of traffic patterns in offices
- ▶ No need to increase bandwidth

## The Trial

### Deploy Riverbed Steelhead Appliances into Main Data Centre and one Regional Office

A Riverbed Steelhead unit was deployed in the main data centre and another into one of the regional offices. Christie wanted to check that there were no compatibility problems with applications and also to make sure users saw no performance drops. The statistics showed an average of about 55% reduction in traffic, with 70% of traffic that was immediately capable of being optimised and the remainder passed through without optimising. It was predicted that these figures would become higher with consolidation of regional office servers down to the data centre and more traffic on the WAN.

Stuart Christie recalled:

**"Feedback from users during the trial was extremely positive. We had dramatic improvements for most applications and experienced no compatibility issues. We were so impressed that we put in an order for Riverbed's Steelhead Appliances to be deployed in all 37 offices (38 units in total - one site with two boxes for resilience) and a Riverbed Central Management Console (CMC)."**

The Riverbed Central Management Console (CMC) simplifies the process of deploying, configuring, and managing Steelhead Appliances. With just a few clicks, administrators are in full control of their Steelhead appliance deployment. Configuring, updating, and monitoring Steelhead Appliances happens all through one Web-based interface. The CMC also provides visibility into how applications are performing across the WAN. Reporting metrics such as WAN traffic levels, application throughput performance, and TCP session flow characteristics can be displayed over configurable intervals of time going back to a full year. Variable reporting modes provide underlying application insight needed to help diagnose problems and maintain the control over your WAN application infrastructure.

## Benefits:

### Faster Application Performance, Simpler IT Management And Lowered Costs

Brewin saw immediate improvements to application performance and user satisfaction. The Riverbed product is extremely stable and requires very little babysitting.

**"The CMC has allowed us more visibility of traffic patterns in offices and better reporting. It has given us the peace of mind to start consolidating servers into our data centre and introduce new applications easily. The fact that we haven't had to increase bandwidth offers a considerable cost saving."**

## Future:

### To Maintain Our Investment In Riverbed Products To Ensure The Smooth Running Of IT Within The Organisation

"We now have Steelheads installed in all sites within the organisation and they are fundamental to the smooth running of our network architecture. As the company expands we will maintain our investment in Riverbed by rolling out Appliances to all new offices and continue to evaluate any new features which could benefit the business."

## Summary

Brewin Dolphin Securities has 37 sites. They already had in place a dual WAN and were looking to consolidate servers from branch offices down to the data centre. They didn't want to increase bandwidth because it was cost prohibitive, inefficient and would not address the issue of latency.

They completed an extremely successful Riverbed trial showing dramatic improvements for most applications. Confident that they had finally found the right product they put in an order for Appliances to be installed in all 37 offices.

By installing Riverbed Steelhead appliances, they have been able to overcome network limitations and provide LAN like performance without the excessive costs of increasing bandwidth. It has enabled them to make changes within the structure of the IT function, introduce new applications easily and work in a more productive and cost effective manner.

**"We had a very tight schedule of just 4 weeks to deploy all the Steelheads into 37 offices. Teneo played a fundamental role in helping us achieve this deadline by pre-configuring all units before shipping them to the individual offices. This made deployment extremely simple."**

*Stuart Christie*  
Head of Networks

#### Head Office

20/21 Theale Lakes Business Park,  
Moulden Way, Sulhamstead,  
Berkshire,  
RG7 4GB

T: +44 (0) 118 983 8600  
F: +44 (0) 118 983 8633

#### Manchester Office

Adamson House, Towers Business Park,  
Wilmslow Road, Didsbury,  
Manchester,  
M20 2YY

T: +44 (0) 161 955 3618  
F: +44 (0) 161 955 4201

#### USA Office

44330 Mercure Circle,  
Suite 132,  
Dulles,  
VA 20166

T: 703.212.3220  
F: 703.996.1118

W. [www.teneo.net](http://www.teneo.net)  
E. [info@teneo.net](mailto:info@teneo.net)

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