

ROUSE & CO INTERNATIONAL

Global Intellectual Property Law Firm Improves Inter-Office Collaboration, Productivity And Network Management Using Riverbed Steelhead Appliances



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Jonathan Bruce
Global IT Director

About Rouse & Co

Rouse & Co is a global intellectual property law firm with 17 offices worldwide in Europe, the Middle East, North Africa, India, China and South East Asia. Globally it employs over 450 staff, 14 of which are IT specialists. Its head office is in London Docklands. Other key office locations include Shanghai, Hong Kong, Jakarta, Bangkok, Dubai, Delhi, and Manila.

It has a distributed network architecture utilizing the Internet, MPLS, VPNs and a corporate WAN. Many applications are centralized in the UK with centralized IT support.

Centralized applications include: PMS, CRM, Trade Mark DB, SharePoint 2007, Workflow, Billing.

The Challenge

To Reduce The Impact of Network Latency And Improve Throughput Across A Global Network Of Offices

Global IT Director, Jonathan Bruce was faced with a dilemma. As an organization with remote offices around the world, users expected data hungry applications to run with LAN like performance over limited or insufficient bandwidth. At the same time it was increasingly necessary to consolidate IT

infrastructure, simplify IT management and reduce costs.

“Firstly we looked at increasing local bandwidth, however a 200% increase would have been needed which was just too expensive. The other option would be to deploy applications locally. We didn't want to do this as it would deviate from our overall IT strategy of trying to centralize everything. Then we looked at wide area network optimization. This seemed like the only logical way to go.”

The Solution

Steelhead Appliances Overcome Network Limitations Between Offices And Help To Consolidate IT

Teneo recommended Riverbed's award winning Steelhead appliances which accelerate applications typically by five to 50 times and in some cases up to 100 times. The Steelhead appliance's intelligent optimizations offer organizations (that share data and collaborate between distributed offices) significant performance improvements for a broad range of applications.

In Brief

Industry

- ▶ Law Firm

Challenge

- ▶ Reduce impact of network latency
- ▶ Increase productivity
- ▶ Consolidate IT infrastructure
- ▶ Improve inter office collaboration

Solution

- ▶ Deployment of Riverbed Steelhead appliances

Benefits

- ▶ Enabled inter office collaboration
- ▶ 93% reduction in HTTP traffic in London office
- ▶ Allows WANs to perform as if they were LANs
- ▶ Reduced support costs
- ▶ Consolidated IT infrastructure

Jonathan evaluated a variety of options and decided that the Riverbed Steelhead appliance offered the capabilities that would help Rouse & Co overcome the challenges of poor network performance between global offices. Before implementing to other offices, Jonathan oversaw the installation of the Steelhead appliances as a pilot between the Jakarta and London offices. The Jakarta office was the slowest office and employed 55 staff. Users were experiencing the highest latency of any office and available bandwidth was limited (512kbs at a 1:4 contention). All applications and Internet Explorer ran over Citrix.

"The pilot took just one day to deploy and we experienced an immediate increase in network performance which kept our users happy!"

Four months later with the pilot completed Rouse & Co decided to deploy Steelhead units in 8 other offices. The appliances were preconfigured using a management console.

"The management console really helps you get a global view of where you are and it tells you if there is a problem which is fantastic! We haven't needed to take anyone on to support the product."

The Central Management Console (CMC) appliance enables the configuration and management of many Steelhead appliances simultaneously. The CMC allows group management of devices, dynamic reporting, scheduled operations, over-the-wire software upgrades, and automatic "touchless" setup of new Steelhead appliances in your network.

The appliances were centrally supported and monitored by the management team who had access to the global network and could see easily if there were any problems.

The Thailand office used web based, network hungry applications which held very image intensive trade marks and annotations. Rouse & Co experienced a four fold increase in demand for bandwidth. In the Shanghai office hub Rouse & Co had started to centralize resources and backups. MAPI was the most used application with a different model of usage. The Riverbed Steelhead appliances were able to resolve all these issues.

The Benefits

Reduced Traffic And Improved Throughput Allowing WANs To Perform as well as LANs Between Offices

The Riverbeds produced fantastic results! 63% of London office traffic is HTTP which showed 93% reduction. SMTP traffic is second most used with a reduction of 68%. Bangkok's Riverbed traffic summary showed an 80% reduction in HTTP traffic with a 40 times increase in bandwidth.

The Shanghai traffic summary showed an overall bandwidth optimization capacity increase of 5.9 times. Most of the network traffic from the Shanghai traffic was MAPI which saw an 80% reduction in traffic.

"Although a 7 times capacity increase has been experienced, end users haven't noticed that they aren't using local email. We have had a 6 times increase in file sharing but again users haven't noticed any adverse effects on performance."

Rouse & Co has consolidated and reduced support costs. All backups have been centralized to a single office simplifying IT infrastructure.

"The Teneo team was invaluable in demonstrating the available products and showed an in depth understanding of the Riverbed product. They were able to understand our organization's needs and come up with the solution to our problems."



"The proof of the pudding is in the eating! Not only has the Riverbed product been easy to deploy but it produced fantastic results!"

Jonathan Bruce
Global IT Director

About Teneo

Teneo is an Infrastructure Optimization Company that helps customers to understand and improve the way their IT works.

We do this by providing solutions in the areas of Management, Performance and Virtualization.

Teneo has over 1000 customers across 40 countries and offers a portfolio of services that includes Training, Installation, Maintenance and Performance Analysis Consultancy.

www.teneo.net

About Riverbed

Riverbed's leading WAN Optimization solutions give organizations an order of magnitude increase in the performance of their network, application, and storage infrastructure.

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