

STRATEGIC THOUGHT GROUP

Risk Management Software Company Deploys Riverbed Steelhead Appliances & Reaps the Benefits of Faster Application Performance



About Strategic Thought Group

Strategic Thought Group is a technology and services company, specializing in Risk Management. Its flagship product, Active Risk Manager, was launched in 2001 and was the first web-based, enterprise risk management system to market.

It employs over 85 staff in total with 75 people based in the UK head quarters in London, and 10 staff in the Washington DC office. Architecture includes file servers, mail servers and application servers based in the UK head office. The US is a serverless office where PCs are connected through to the UK via VPN.

The main applications used include Microsoft Office, SharePoint, and Microsoft CRM. Users make heavy use of Microsoft Outlook, Word, Excel and PowerPoint documents hosted on the UK servers.

The Challenge

Increase Throughput Of Applications And Enable Inter Office Collaboration

Performance was very slow for key applications such as Outlook and Office documents. Accessing applications

was taking several minutes. This had a knock on effect making it difficult for staff to update shared information on the servers. Employees started keeping data on their laptops rather than in shared locations. This became a problem causing confusion and inefficiency because not all staff were working from the most up to date documents.

David Ellis, Chief Information Officer for Strategic Thought Group was responsible for finding a resolution. David considered solving the problem by replicating servers in the UK into the Washington DC office. However, this caused several issues such as the cost of setting up and buying new applications for the Washington office. There was no full time IT personnel in Washington so there would be additional administration costs in employing a member of staff.

The other drawback was that they would only get the performance improvement for those specific servers or applications which would be replicated in the Washington office. An application performance management solution would benefit the whole network across both offices. This solution could also be easily extended, should Strategic Thought open additional offices. This therefore seemed like the best option.

After researching several application performance management solutions, David



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David Ellis
Chief Information Officer

In Brief

Industry

- ▶ Technology & Services

Challenge

- ▶ Increase throughput of applications
- ▶ Enable inter office collaboration
- ▶ Scalable solution
- ▶ Improve employee productivity

Solution

- ▶ Deployment of Riverbed Steelhead appliances

Benefits

- ▶ The end of user frustration
- ▶ Enabled inter office collaboration
- ▶ Improved quality of work produced using shared documents
- ▶ Outstanding improvements in performance
- ▶ Consolidated IT infrastructure
- ▶ Low cost and easy to maintain

decided on Riverbed and Teneo.

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The Solution

Deployment Of Riverbed Steelhead Appliances

Teneo installed two Riverbed Steelhead 200s. One into the London office and one into the Washington DC office.

Riverbed's market leading wide-area data services appliances address all of the issues that affect application performance over the wide area network, improving the throughput of applications including file sharing, email, backup, SSL, document management systems, and IT tools, as well as ERP and CRM solutions.

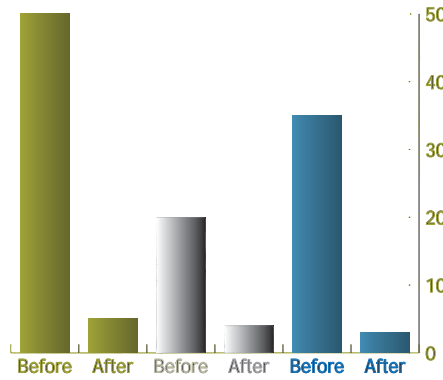
By deploying Steelhead appliances, organizations experience up to 100 times faster application performance, as well as reduced bandwidth utilization. They can ensure faster applications, successful consolidation of distributed IT infrastructure, and enable faster network based backup. All Steelhead appliances optimize traffic in both directions, transparent to applications, and require no reconfiguration to client and server software.

Teneo is an infrastructure optimization company with offices in Berkshire and Manchester in the UK and Virginia in the USA. Operating on a global level gives Teneo the reach to support customers across different regions and this approach in part led to Teneo being recently awarded the ‘Riverbed Northern Europe Reseller of the Year’ award.

Teneo was one of Riverbed's first UK partners and holds Diamond level status. Teneo has vast experience of rolling out Riverbed solutions to both small and large organizations. Teneo has over 150 Riverbed customers and supports in excess of 1500 units in the field.

The Benefits

Users Are No Longer Frustrated by Slow Application Performance. Staff Productivity And Performance Are Increased



The above chart shows statistics for opening files in 3 key applications both before and after Riverbed was deployed. PowerPoint (shown in green) reduced from 50 seconds to 5 seconds. Outlook (shown in grey) reduced from 20 seconds to 4 seconds and Excel (shown in blue) reduced from 35 seconds to 3 seconds.

Implementation ran extremely smoothly. Teneo has offices in the UK and US and this made it easy for engineers to install Riverbed in both countries. Teneo's US engineer installed the Riverbed appliance in the Washington DC Office and the UK engineers set up the installation in the London Office.

“Deployment was fast and efficient. We have experienced very good improvements in performance. Our statistics show for example; to open a PowerPoint file from the server in the US office took 50 seconds and now takes just 5 seconds. To open Outlook originally took 20 seconds in the US and now takes just 4 seconds. To open an Excel document took 35 seconds and now takes just 3 seconds.”

“One of the key benefits for us has been the end of user frustration. Users weren't following the process of sharing data because it was too slow.

The impact this had on quality is hard to quantify but is extremely important to us. We have solved the performance issues in the US office. It has been low cost and easy to maintain. All in all we are extremely happy with the result.”

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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