

DERBYSHIRE FIRE & RESCUE SERVICE

Teneo Helps Derbyshire Fire & Rescue Service Reduce Bandwidth Costs And Increase Application Performance



“As a public sector organization with limited funds we have a continuing obligation to maximize technology utilization while minimizing expenditure. Riverbed Steelheads more than proved their ability to do this.”

Pete Garyga
ICT Projects Officer

About Derbyshire Fire & Rescue Service

Derbyshire Fire and Rescue Service (DFRS) serves 15 towns with a population of 956,560, including the cities of Derby and Chesterfield.

DFRS has 950 employees based in a number of sites including the HQ, 3 offices, 9 whole time fire stations, 3 day staffed fire stations and 19 retained fire stations.

DFRS's network architecture consists of a BT MetroVPN 34 Mbps to the central site, a 2 Mbps leased line to whole time and day staffed stations and a 2 Mbps ADSL to retained fire stations. It uses a managed MPLS BT network using Cisco Routers.

In addition to a corporate internet, DFRS also uses email, MS Office, MS SharePoint 2007, MIS, web based GIS, EIS (fire safety application) and MS Dynamics.

The Challenge

Maximize IT Efficiency By Increasing Speed And Reducing The Effects Of Latency With Minimal Support Overhead

During a centralization project, DFRS was faced with the challenge of slow application

performance and frustrated users. Pete Garyga, ICT Projects Officer, DFRS knew something had to be done.

“We were facing 3 challenges; bandwidth, speed, and latency. Whatever the size of your link it is never big enough for end users. DFRS was going through a centralization process using the Microsoft SharePoint server programme and we were worried about speed issues when transferring servers.”

SharePoint allows users from remote office locations to share documents and information in a collaborative environment. Although it provides a suite of team productivity tools, it doesn't overcome the limitations that congested pipes and long distances impose on overall application performance. To alleviate slow file operations and screen refreshes, many IT managers have turned to costly bandwidth upgrade projects only to learn that bandwidth alone cannot solve the problem of network latency.

“End users were already frustrated with slow application performance. We were planning on launching a centralization project using

In Brief

Industry

- ▶ Public Sector

Challenge

- ▶ Maximize IT efficiency
- ▶ Improve application performance
- ▶ Optimize SharePoint services
- ▶ Minimize expenditure

Solution

- ▶ Deployment of Riverbed Steelhead appliances to whole of DFRS

Benefits

- ▶ Achieved a total data reduction of 65%
- ▶ Reduced the need for expensive bandwidth upgrades
- ▶ An end to user frustration
- ▶ A more content user base which receives a faster experience

SharePoint and so needed to improve the speed of opening files. We needed to speed up the user experience with little or no support overhead." Remarkd Pete.

The Solution

Deployment Of Riverbed Steelhead Appliances

Riverbed Steelhead appliances significantly optimize SharePoint Services to deliver LAN-like performance to all sites by utilizing the Riverbed Optimization System (RIOS), which simultaneously addresses bandwidth constraints and the combined effects of latency and protocol inefficiencies. RIOS uses fine-grain data reduction as well as compression to perform data streamlining, typically reducing bandwidth utilization by 60 to 95%.

Transport and application streamlining minimize protocol chattiness, eliminating 65 to 98% of packet round trips across the WAN. RIOS also utilizes specialized Application Streamlining for HTTP, SharePoint's underlying protocol, which enables dramatic performance improvements for team productivity using a centralized instance of SharePoint Services.

The solution was rolled out to all DFRS sites consisting of a Central Management Console (CMC) and 33 Steelhead appliances of various sizes.

Riverbed has a network of resellers and deciding which to choose can be a daunting task. Pete noted the reasons why DFRS decided on Teneo as their Riverbed preferred partner.

"The fact that Teneo is Riverbed's reseller of the year impressed us. The price was better than their competitors and we knew from past experience of Teneo (for another product) that they were a fantastic company. Although we received pricing from other resellers, in the end we wanted to do business with a partner that offered a decent price and was a company we knew and trusted."

Teneo was the first Riverbed reseller in the

UK and the two companies have a long history of working together. Teneo was recently awarded 'Northern European Reseller of the Year' for the second consecutive year.



The Benefits

Happy And More Productive Users Plus Efficient And Cost Effective IT

The Riverbed solution met DFRS's original objective of increased speed and it has reduced the need for expensive bandwidth upgrades.

"In a public sector service concerned with citizen safety, reliability and efficient use of technology is critical. Riverbed technology has given a dramatic increase in employee productivity and has allowed DRFS to offer the upmost in quality of service."

Results from the CMC show a 70% total data reduction over the previous week and 93% peak data reduction with a 3.3 times capacity increase.

"The improvement in speed has been fantastic for example a 50Mb video file that would have taken 3 minutes to copy without the Riverbed solution, now copies in

less than 2 seconds. The intranet is almost as responsive at remote sites as it is at HQ."

DFRS have seen fantastic results. IT staff no longer get calls about slow performance and the Riverbed solution has allowed everyone to do their jobs more efficiently and users to be less frustrated.

Although DFRS hasn't looked directly at the ROI, the savings in bandwidth plus the dramatic increase in employee productivity has produced a cost payback in terms of liberating time. IT efficiency has allowed DFRS to offer a quality service with happy and motivated staff.

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.

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

E. info@teneo.net

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