

HENRY SCHEIN

Teneo helps Henry Schein (UK) Increase Application Performance by 600% & Centralize Data by Deploying Riverbed Steelhead Appliances



“We were experiencing various complaints about network performance. This was exacerbated when we started centralizing data to our Gillingham office, causing large files, in particular CAD files, to take as long as 10 minutes to transfer. Users were left frustrated and productivity was hindered.”

Chris Rose
IT Manager

About Henry Schein

Henry Schein UK Holdings is the subsidiary of Henry Schein Inc, a Fortune 500 company. They are the largest distributor of healthcare products and services to office-based practitioners in the combined European and North American Markets.

Henry Schein in the UK has 900 employees using IT spread across 10 sites. Applications used across its MPLS network include JDE OneWorld (an ERP application), and off the shelf applications including several different CAD packages.

The Challenge

Provide LAN-like Transfer Speeds on the WAN & Enable the Centralization of Data

Henry Schein needed to increase application performance in order to share information faster and consolidate IT infrastructure. Poor application performance was causing users to become frustrated and hindering their ability to centralize data.

The Solution

Deployment Of Riverbed Steelhead Appliances

Chris Rose along with the IT team turned to Teneo for advice due to their good past relationship. Chris initially looked into compression and caching, but Teneo convinced him that nothing on the market addressed the multiple root causes of poor application performance as well as the solution from Riverbed Technologies.

Riverbed is the pioneer and market leader in Wide Area Data Services (WDS) which encompasses several different product categories in a complete WDS solution which accelerates all of the most commonly used applications.

Teneo recommended Riverbed's Steelhead appliances because of their unparalleled ability to give LAN-like performance across the WAN without the need for costly bandwidth upgrades. Riverbed solutions have typically enabled Teneo customers to improve application performance up to 100 times, and can simultaneously reduce WAN bandwidth utilization by 65 to 95%.

In Brief

Industry

- ▶ Healthcare

Challenge

- ▶ Improve performance of large CAD files
- ▶ Enable a consolidated IT infrastructure
- ▶ Overcome user dissatisfaction
- ▶ Avoid costly bandwidth upgrades

Solution

- ▶ Deployment of Riverbed Steelhead Appliances

Benefits

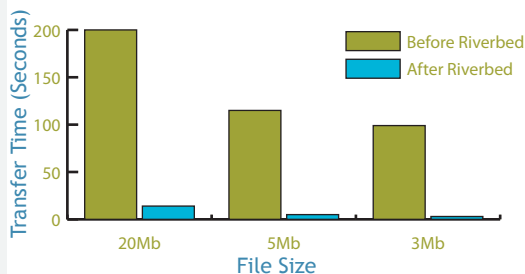
- ▶ 6 times faster application performance
- ▶ Provided performance needed to enable a consolidated IT infrastructure
- ▶ Increased productivity and an end to user frustration
- ▶ Dramatic performance improvements for CAD files

Before committing to the purchase, Chris worked with Teneo to oversee the installation of Steelhead appliances as a trial between the Gillingham and Bradford offices in July 2007. Chris continues,

"We set up a pilot to investigate whether the Riverbed Steelheads really would do all their marketing claimed and to see what performance improvement would be gained. The results were exceptional!"

The time taken to transfer all files took a total of 39.26 minutes before the Steelheads were in place. After Steelheads were installed the same files took a total of 6.5 seconds. Seven different sized files were tested which gave an average of a 600% performance increase.

"We had an average reduction in transfer time of 600%. Applications were accelerated by nearly 6 times and file transfers that used to take over five minutes can now be done in a few seconds. Large CAD files showed the most dramatic improvements. The decision whether to go ahead and purchase was a 'no brainer'!"



Benefits

Accelerated Applications, Lower Costs and Simpler IT Management

"We are extremely pleased with our purchase of Steelhead appliances. Previously frustrated users spent ages downloading files, particularly CAD. The Steelheads enabled us to streamline our IT

infrastructure with locally maintained centralized data with LAN like performance."

Riverbed Steelhead appliances provide the best WAN optimization available on the market today, while also improving the throughput of applications. Riverbed's unique approach is based on the fact that it is more than limited network bandwidth that slows down applications. These are different and distinct challenges, which no other vendor addresses in a single solution. Chris Rose remarked,

"Performance was a key priority for us. The Steelheads have allowed us to manage the quality of service without having to delve into highly technical Cisco routers. With the Steelheads in place we can leave the routers alone, making everything so much more manageable."

Riverbed's Steelhead appliances have been an essential ingredient for successful centralization of data and have empowered Henry Schein with the acceleration speeds needed to move existing servers from distributed to central locations. They made changes avoiding costly bandwidth upgrades. Chris commented,

"Now we have all of our data locally maintained in one central data center with fully resilient servers. We have made changes without any disruption to end users. Previously we had bits of data dotted all over the place, but now our IT is simplified and streamlined. Business data is contained and managed in one place. We have avoided significant capital expenditures and additional investments in IT staff. Deploying Riverbed's Steelhead appliances was fundamental to our data centralization project. As a result we now have less complaints from users, faster, more efficient IT and happy, more productive staff."



About Teneo

Teneo is an Infrastructure Optimization specialist with worldwide reach, focused on helping businesses to meet corporate and IT objectives through accelerating the performance of global network infrastructures, improving user productivity, automating management within the Data Center and lowering overall IT costs.

Teneo has over 1500 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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