

INDUSTRIAL TECHNOLOGY SYSTEMS

Industrial Technology Company Selects Teneo For Faster Application Performance And Real Time Collaboration For Both Office And Remote Workers



About Industrial Technology Systems

Industrial Technology Systems Ltd (ITS) is an independent industrial automation solution provider. ITS has won numerous local and national awards including the North East Services Award, The Tees Valley Services Award, Top 50 position in the Deloitte and Touche Fast 50 Awards and The Tees Valley Small Business of the Year Award. These awards support the claim that ITS offers an exceptional level of service to customers, globally.

The company has grown dramatically over the years from a team of two, situated in a small office in Stockton-on-Tees to a team of over 60, split across two offices. 40 users are based in Middlesbrough and 20 based in Warrington. In addition they have 5 to 6 remote workers and a team of project managers who also regularly work from home, or out in the field. Applications include Microsoft Exchange, Outlook, Internet Explorer, Project Management applications and all Microsoft Office applications.

The Challenge

Increase Application Performance, Consolidate Exchange Servers, Maximize Bandwidth & Enable Collaboration For Both Office Based And Mobile Workers

ITS had two exchange servers which they wanted to consolidate into the Middlesbrough office to improve efficiency and reduce the costs associated with using and maintaining two servers. ITS required a solution that would improve the speed of email communications between the two offices.

Another issue ITS faced was that they were limited in bandwidth. The Middlesbrough office is based in an estate where offerings from telecoms companies are limited. Malcolm Knott, Managing Director of ITS investigated the possibility of getting a leased line but this was very costly and so he started researching solutions that would make the most of limited bandwidth and squeeze out every quart possible of throughput. Malcolm Knott, MD of ITS recalled,

"I read an article about Riverbed's Wide Area Data Services and was impressed with its ability to speed up traffic between offices by cutting down on latency and chatter. It seemed to be an ideal fit for what we needed and so I contacted Teneo (Riverbed's main partner)."

Teneo recommended a trial by deploying Riverbed Steelhead appliances in both offices which gave extremely successful results.



"We wanted to improve application performance for sales staff working out in the field. Performance issues were exacerbated when we switched to a Microsoft CRM system and sales staff started to use it to update information when out on the road."

Malcolm Knott
Managing Director

In Brief

Industry

- ▶ Technology

Challenge

- ▶ Consolidate Exchange servers
- ▶ Make maximum use of limited bandwidth by reducing traffic
- ▶ Speed applications to enable inter-office and remote user collaboration
- ▶ Increase productivity for both mobile & office based workers

Solution

- ▶ Deployment of Riverbed Steelhead Mobile & Riverbed appliances

Benefits

- ▶ Mobile and office based workers have seen huge productivity gains
- ▶ Enhanced responsiveness to customers
- ▶ Enabled centralization and consolidation of Exchange servers
- ▶ Average of 70% traffic reduction

ITS then went ahead and deployed the Steelhead appliances. Application performance was speeded up and ITS was able to consolidate the Exchange servers as planned. Users were then able to work in a more productive and efficient manner.

“Both Middlesbrough and Warrington traffic summaries showed a 60% to 70% reduction in data. The amounts of data are not massive, but it’s the percentage reduction that is important. The more we use it the better it gets,”

With the Riverbed Steelheads successfully deployed ITS then turned their attention to the mobile worker. ITS needed performance for mobile workers that was comparable to the application performance given by the Riverbed’s Steelhead appliances now enjoyed in the office. Malcolm remarked,

“When Teneo told us that Riverbed was releasing a software version of the Steelhead appliance designed specifically for mobile workers, we were very keen to trial it using our new CRM system and other applications with our mobile and remote users. We have been extremely happy with the performance of the Steelhead appliances currently deployed, and so didn’t want to look elsewhere at rival products but to keep to a product range that we knew we could rely on.”

The Solution

Deployment Of Riverbed Steelhead Mobile Client

Riverbed’s Steelhead Mobile Controller works by interacting directly with any Steelhead appliance to optimize applications in the same way. Mobile workers benefit from LAN-like access to corporate files and applications no matter where they are, anywhere in the world. With a simple software package installed transparently on users’ laptops or desktops, all of the benefits of Steelhead appliances already in place for office based staff are available to the mobile user.

A Steelhead Mobile Controller (SMC) was installed in the Head Office in Middlesbrough and Steelhead software installed on 8 remote workers’ laptops. Tests ran over a period of two or three weeks reporting on access speeds from home and out on the road, using several different very large files that were sent across the WAN. ITS also tested the effect of making changes to the large files, sending them back and then making changes again.

Malcolm was extremely happy with the results and reported,

“Significantly faster speeds were gained from home or out and about. The results showed speeds of 5-6 times faster and a 60% improvement in speed for general use and from home machines. Laptops out in the field gained a 70-80% improvement. This has enabled us to significantly improve the efficiency of our remote workforce and further enhance our responsiveness to customers.”

The Benefits

Increased Application Performance For Both Office Based And Remote Workers

The Steelhead Mobile has empowered mobile workers with huge productivity gains. Whether employees are working from home, with a client or in the car, they can get LAN-like access to all the important data they need to get the job done properly.

“In terms of usability the results have been fantastic. Workers out in the field can enter information directly on the CRM system rather than waiting till they return to the office. Staff can work remotely just like being in the office. We have more up to date information and it gets into the system faster.”

Steelhead Mobile offers a far more cost-effective solution than simply increasing bandwidth.

“Bandwidth would need to be increased by 8 times to get the

same response as the Steelhead Mobile with additional installation costs of 2 or 3 times the purchase price of Riverbed. With the Steelhead Mobile we have a 60-70% bandwidth gain.”

Malcolm concluded,

“We haven’t looked directly at the ROI but the payback for us is that staff can work more productively whether in the office or out in the field. If a file gives a 1.5 minute time saving, add that up over a day and you will see a considerable cost payback in liberating time. We expect to gain a full return on our investment next year.”

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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