

WILLCOX & SAVAGE

Riverbed Steelhead Appliances Enable Leading Law Firm To Overcome Issues Of Slow Application Performance And Reap The Benefits Of Increased Productivity



“Attorneys become frustrated if they have to wait 20 minutes accessing information. We needed to allow offices to work more effectively and increase productivity. Client service is of utmost importance to us and you just can’t have an attorney waiting ages to access important case files!”

Scott Causey
Litigation Technology Manager

About Willcox & Savage

Willcox & Savage is a leading law firm with international, national and regional clients. A full-service firm, Willcox & Savage is committed to representing clients in virtually all legal disciplines. It has two Virginia offices: The Norfolk office (HO) and Virginia Beach. They have about 185 total users. The offices are connected by a dedicated T1 line and are around 10 miles apart.

Willcox & Savage have a Microsoft Network Central Data Centre in the main North Virginia office, Cisco Voice over IP and a document management system. There is one Exchange mail server which is housed in the main office. HTTP traffic is also sent across the dedicated T1. Priority is set on T1 for voice traffic.

The Challenge

To Accelerate Network Performance And Enable Inter-Office Collaboration

“We were experiencing slow log-in times and it would just ‘bog down’! We couldn’t figure out what was going on but we just had real

‘sluggish’ behaviour.”

“The main application we had problems with was Outlook, particularly when opening up large attachments.”

recalled Scott Causey, Litigation Technology Manager from Willcox & Savage.

For professional law firms such as Willcox & Savage who need to work within a given timeframe or on an hourly basis, time is money. Attorneys need to be able to work quickly and efficiently in order to realize their twin goals of value for money and excellent service for clients. Providing access to fast, frequent communication of data across the WAN is key to achieving their goals. Willcox & Savage needed to optimize their WAN in order to enable attorneys to work more effectively and provide the utmost in client service.

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In Brief

Industry

- ▶ Law

Challenge

- ▶ Overcome issues of slow application performance
- ▶ Enable inter-office communication
- ▶ Overcome user dissatisfaction
- ▶ Increase productivity

Solution

- ▶ Deployment of Riverbed Steelhead appliances

Benefits

- ▶ Increased network performance
- ▶ Allows attorneys to work quickly and efficiently
- ▶ An end to user frustration
- ▶ Inter-office collaboration enabled
- ▶ IT team can focus on other tasks

The Solution

Deploy Riverbed Steelhead Appliances

Scott Causey evaluated the Riverbed Steelhead appliance and decided that it had the capabilities needed to speed up application performance, eliminate wasted hours accessing data and boost productivity.

"We first heard about the Riverbed product at a seminar where we met a company called 'Dollar Tree'. They had successfully implemented Riverbed Steelhead appliances after experiencing similar concerns of slow performance. We also talked to other organisations and it seemed Riverbed was the product that most people were happy with. We were particularly interested in improving the performance of Outlook and our document management system."

Riverbed's Steelhead appliances overcome problems such as poor application performance and insufficient, expensive or congested network bandwidth into remote offices. By deploying Steelhead appliances, enterprises benefit from up to 100 times faster application performance, as well as reduced bandwidth utilization. Scott Causey noted,

"We contacted Riverbed directly. They put us in touch with Teneo who had an office very close to our head office in Virginia. When it came to installation Teneo was quick and efficient and responded promptly to technical questions showing an in-depth knowledge of the Riverbed product. We have had an excellent working relationship with Teneo."

Teneo offers a specialist installation service to ensure that new customers get value from their solution right away. Teneo's trained engineers will ensure that the solution is installed and configured to vendor specifications and can also fine tune the product to provide the customer with the management information that is required.

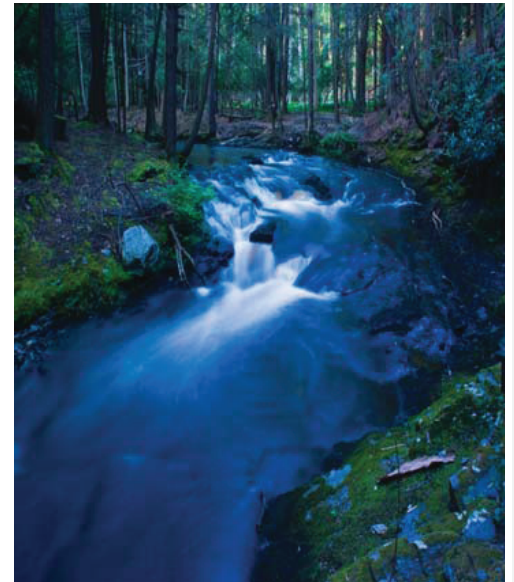
The Results

Increased Network Performance Enabling Inter-Office Collaboration And Increased Productivity

"Logging-in and opening up files is much faster now allowing staff to be more productive. It has been simple to install and use. All the problems of slowness have pretty much disappeared," remarked Scott Causey.

Teneo offers potential customers a free trial of Riverbed Steelhead appliances so that it is possible to see the Steelheads working within a specific organisation's network infrastructure. Teneo has the technical expertise to ensure the trial is set up to optimize the traffic to its maximum ability and is carried out in a smooth and efficient manner. Scott Causey concluded,

"We initially did a 'trial before you buy' and implemented two Riverbed 520 Appliances in November 2006. When we first went live we were constantly checking the statistics to see what was going on. Now we have the confidence that our network issues are resolved and we can worry about other things. We are a growing company and next year we plan to open up another office. It goes without saying that we will be looking at installing another Riverbed appliance."



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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