

## TIM HORTON CHILDREN FOUNDATION TAKES SILVER PEAK CAMPING

*Company passes up on free Riverbed appliances to keep the 'Connected Generation' connected in remote woods*



Living for a summer in the Canadian Rockies is daunting enough; counselors and staff should not have to worry about being cut off from the outside world. So when Internet access started failing at the camp's of Tim Horton Children's Foundation, a philanthropic unit of the largest coffee chain in Canada, the IT team knew they needed a solution – fast.

Problem was that the camps were heavy users of video communications and wireless connections – a deadly combination for WAN optimization solutions. Most WAN optimization solutions are unable to accelerate UDP-based protocols, such as video conferencing, and none can compensate in real-time for lost and out-of-order packets common to wireless links, which undermine video session.

None, that is, except for Silver Peak. The Silver Peak Virtual Acceleration Open Architecture (VXOA) was a perfect match for the camps' erratic connections. After implementing the Silver Peak WAN optimization appliances, the Foundation counselors no longer had to share one laptop, video could once again be delivered to the camp, and the camp laid the groundwork for a future VoIP-over-wireless deployment. Bottom line: staff retention is at an all-time high, office productivity is up substantially, and the camps were connected within budget, noted Stash Kossek, manager of Information Technology for the Foundation.

### A TRUE CAMP FOR KIDS

The Tim Horton Children's Foundation was established in 1974 by Ron Joyce, Co-Founder

of the Tim Horton's chain, to honor Tim Horton's love for children and his desire to help those less fortunate. The Foundation is a non-profit, charitable organization committed to providing a fun-filled camp environment for children from economically disadvantaged homes.

Today, Tim Horton Children's Foundation runs six camps across the US and Canada hosting 15,000 underprivileged children. The camps provide a unique opportunity for the children, providing programs that develop lifelong skills in children. When they return home from camp, they take with them a more positive attitude about their future and the confidence to achieve the goals they learned to set for themselves at camp.

But with the rural setting and isolation also comes major IT challenges. The camps are connected by a combination of one DSL, one satellite, two T1s, one fixed wireless, and one cellular service connection. Wireless connections are notoriously problematic and that was certainly the case here.

Bandwidth problems prevented counselors from communicating with base camp. Keeping in touch with the outside world is a major consideration in attracting and retaining supervisory personnel. The company's existing Riverbed WAN optimization solutions were inadequate for their needs, unable to optimize UDP applications and limited in the number of simultaneous connections. So without more bandwidth, video conferencing and remote training would prove to be impossible, putting the camps at risk – or so they thought.

Customer: TIM HORTON CHILDREN FOUNDATION

### Business Challenges

- Retain essential campground staff by enabling access to the Internet and external communications.
- Improve staff skills through remote training.

### Network Background

- Six camps located throughout North America
- Mostly 2 Mbps connections to campgrounds consisting of 1 DSL, 1 satellite, 2 T1s, one fixed wireless and one cellular service
- Media streaming, video conferencing, and MS Exchange constituted the majority of the traffic.

### Silver Peak Results

- Packet loss and Out of Order packets all but eliminated
- Video conferencing quality from unusable to nearly perfect.
- E-Mail and Internet browsing over satellite links no longer a problem.

## SILVER PEAK KEEPS BASE CAMP CALLING

AMA, an authorized Silver Peak partner in Canada, introduced the Foundation to Silver Peak Systems. Only Silver Peak has the capacity to improve any protocol, including UDP-based application such as video conferencing and VoIP.

What's more only Silver Peak WAN optimization can correct the network quality issues that undermine video and voice quality. Out-of-order packets and packet loss force the network to retransmit packets. As a result, throughput declines and applications sensitive to delays, such as video or voice, suffer.

Silver Peak software corrects packet loss and out-of-order packets in real time. Packet-level Adaptive Forward Error Correction (FEC) reconstitutes lost packets at the far end of a WAN link, avoiding delays that come with multiple round-trip retransmissions. Silver Peak software also uses real-time Packet Order Correction (POC) to resequence packets across all IP flows on the far end of a WAN link to avoid retransmissions that occur when packets arrive out-of-order.

At the same time, Silver Peak's deduplication algorithms eliminate repetitive byte-level patterns across any application from the WAN, minimizing the amount of actual data camps must transfer between them. Sophisticated Quality of Service (QoS) also guarantees that critical applications, like voice and video, continue to perform well even when sharing the network with bandwidth-hungry applications, such as large file transfers. Silver Peak's CIFS and TCP acceleration techniques dissolved the distance between camps.

## SILVER PEAK – THE RIGHT CHOICE

Despite being offered free Riverbed appliances, Tim Horton Children's Foundation decided to deploy Silver Peak NX-1000 appliances at each campsite and an NX-2000 WAN optimization appliance in the data center. After implementing the Silver Peak WAN optimization appliances, the Foundation could allow many laptops to be used on the network and to continue to be trained and communicate using video. No surprise that staff retention is at an all-time high and office productivity improved substantially.

Tim Horton Children's Foundation, like thousands of other Silver Peak customers, was able to address today's network challenge and plan for the future. For more information on how Silver Peak can help you future proof your network, contact your local Silver Peak representative or visit our website at [www.silver-peak.com](http://www.silver-peak.com).



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