

Silver Peak helps CSR Reduce data traffic and network costs

Multinational semi-conductor company improves business efficiency with faster application performance over distance



With its corporate headquarters in Cambridge and major data centres in EMEA, APAC and the US, CSR required a consistent and dependable solution to help enhance the performance of interactive applications between the semi-conductor company's network of global offices. The company chose Silver Peak's data acceleration software to improve the CSR infrastructure, thus reducing network costs and traffic, and providing a consistent application experience for all employees.

"With our business relying so heavily on instant access to centrally saved data, it is imperative that we minimise the amount of graphical data delivered across the WAN," said Mark Taylor, staff IS support engineer at CSR. "The applications we use are essential to the quality of our work; they cannot be impacted by other activities, for example, another user downloading a large file over FTP. We tested a lot of solutions and found that Silver Peak outperformed its competitors in 95 percent of the tests we ran."

Background

With 26 sites, covering 2,100 employees, across 10 countries, CSR was struggling to provide centrally hosted services that promised fast, reliable access at anytime, anywhere. Having previously experienced deployment challenges with WAN optimisation hardware, the company required an acceleration solution that would deploy easily regardless of location.

Following the liquidation of Expand Networks – which provided CSR's previous solution – the company looked to Silver

Peak's platinum EMEA partner, Response Data Communications (RDC). During a three month evaluation period between leading wide area network (WAN) optimisation vendors, Silver Peak software emerged as the clear choice for accelerating the CSR infrastructure, being added to the mix just four weeks before the end of the assessment process.

Silver Peak saves the day

RDC recommended the Silver Peak VX software for its excellent performance capabilities, in particular, the deduplication algorithm and ability to manage the devices from a single pane of glass. It uses real-time network optimisation techniques to improve application performance over long distances. This software overcomes WAN latency, corrects packet loss in real-time, prioritises time-sensitive traffic, and to maximises WAN bandwidth utilisation. Silver Peak fit seamlessly into the CSR environment, requiring very little client, server and application reconfiguration.

Lessons learnt

Having only applied compression and TCP acceleration techniques with Expand, CSR experienced huge benefits with Silver Peak. The Silver Peak software deduplicated traffic at the IP network layer, which improved CSR's bandwidth savings. Equally impressive were Silver Peak's capabilities for correcting packet loss in real-time, avoiding packet retransmissions that undermine interactive application performance.

Customer: CSR

Business Challenges

- Multiple activities taking place in the office were affecting application performance
- User productivity impaired due to poor WAN performance

Technical Background

- 26 of its sites, covering around 2,100 employees across 10 countries
- Applications used include Perforce, Microsoft file services (CIFS) and engineering tools, such as CAD
- Little client, server and application reconfiguration required

Silver Peak Results

- Network congestion eliminated
- Fewer network related complaints for IT helpdesk
- Large documents transferred without impacting remote user experience
- Administrative overhead reduced by eliminating the need for proxy servers for video streaming

“Deploying Silver Peak’s technology has been a big relief for us, as a lot of the network problems we were experiencing have simply disappeared,” said Taylor. “Not only are we seeing significant improvements in application performance and file transfers, but we have saved administrative overheads by eliminating the need for dedicated proxy servers for our video streaming. Silver Peak has essentially given us the ability to turn more data into less. What’s more, the support we have had from both Silver Peak and RDC has been first class.

“Since deploying Silver Peak, we have seen a significant reduction in user complaints, which is good news for our IT service desk and the productivity of our employees,” continued Taylor.

Conclusion

Ultimately, Silver Peak and RDC helped CSR future-proof the network and improve application performance, ensuring a consistent user experience for all employees. In particular, in parts of Asia where high quality bandwidth can be quite expensive, CSR has seen a substantial improvement as a result of reducing their network traffic.

For more information on Silver Peak’s products contact your local Silver Peak representative or visit us at www.silver-peak.com.

