silver peak™ | Customer Profile

Interroll Deploys Silver Peak to Build Hybrid WAN with MPLS and Broadband

Manufacturing Leader Augments MPLS with Broadband to Dramatically Reduce WAN Costs and Improve SaaS Application Performance

The explosion of cloud services and mounting frustration surrounding the high cost and inflexibility of Multiprotocol Label Switching (MPLS) networks has forced a rethink of the enterprise Wide Area Network (WAN). Companies are now looking to the Internet to augment or replace their current WAN connections, which opens the door for faster WAN provisioning and the ability to use multiple WAN paths at the same time. This WAN transformation is often referred to as the software-defined WAN (SD-WAN).

Interroll, a leading provider of high-quality core products for internal logistics, is no exception. Interroll became frustrated with the high cost and complexity of MPLS, and the unpredictable performance of cloud applications it caused. The company turned to Silver Peak to redesign its WAN.

Headquartered in Sant'Antonino, Switzerland, Interroll still runs an MPLS network, but is augmenting MPLS with broadband to connect 13 production facilities, 18 sales offices and 1,800 employees across Europe, Asia-Pacific, and North America. Engineers and designers in those locations work closely with customers to design and develop new products. Editing and moving computer-aided design (CAD) files across the WAN is an essential part of that process.

The MPLS Pain

As Interroll grew, transferring large design files proved increasingly impractical. The IT team wanted to centralize Interroll's application services, including AutoCAD, and work on the improvement of centralized SAP access from far places in private, regional data centres. But that would mean an estimated 5X increase in MPLS bandwidth and a 30 percent increase in costs.

It was not just the economics that made MPLS unsuitable for Interroll, it was also the complexity. The company had embraced Software-as-a-Service (SaaS), specifically Office 365 incorporating SharePoint Online, and Infrastructure as a Service (IaaS) offerings, including Amazon Web Services (AWS) and Microsoft Azure. Directing the cloud traffic across the MPLS backbone was impractical, consuming even more MPLS bandwidth and slowing cloud performance.

"The network became too complicated," said Giuseppe Genovesi, head of corporate IT at Interroll. "A simple change could take weeks to implement. We needed something far more dynamic."

The Silver Peak SD-WAN Solution

Interroll found an agile way to transition its WAN from MPLS to broadband without disruption. Several WAN companies were considered, but Silver Peak was selected for its flexibility, performance and long-standing expertise in WAN deployments.

When making the transition to a broadband WAN, Interroll also required a software-based solution that would integrate with the company's existing environment while enabling the company to access and send data over the Internet in a secure and optimized manner. It needed to be a true overlay to avoid any disruption to the network and user productivity.

Customer: Interroll

Business Challenges

- MPLS network too expensive and complex for remote sites
- Sluggish enterprise and SaaS applications, including Office 365 with SharePoint Online
- Poor CAD performance
- Poor performing IaaS offerings, including AWS and Microsoft Azure

Network Background

- 13 production facilities across Asia-Pacific, North America and Europe
- 18 global sales offices
- 1,800 employees worldwide

Silver Peak Results

- Secure and optimized internet connectivity enabled in just days
- Improved application delivery
- Optimized CAD performance
- Increased business productivity due to a more efficient and collaborative production team
- Enhanced customer satisfaction as a result of a faster, leaner and more customized service

With Silver Peak's virtual approach and subscription-based pricing model, Interroll could connect its offices easily via the most cost-effective source of connectivity available without sacrificing performance.

Also, Silver Peak's unique approach to SaaS optimization not only improved Office 365 performance, but gave Interroll unprecedented control over their traffic.

"With a Silver Peak overlay across our WAN, we are able to connect our offices without a lot of work," continued Genovesi. "With other vendors, SaaS optimization is a 'one size fits all' solution. Silver Peak lets us determine how our traffic flows so we can, for example, direct our Far East traffic around problematic regions. Since the deployment, Silver Peak has made a huge improvement to our business productivity and we are able to better service our customers, providing them with a much faster, leaner and more customized approach."

The Silver Peak Impact

With Silver Peak's SD-WAN overlay, Interroll has reshaped how it delivers applications. For example, AutoCAD now works as well across the Internet as it does on a local system. In addition, the company's Visio drawings in SharePoint can be viewed, opened, and edited quickly and easily, even as parts of the drawings are retrieved from locations in different regions of the network. Office 365 performance is also significantly improved. All of this has been accomplished without the increased bandwidth costs expected from legacy MPLS connections.

As a result of the company's successful deployment, Interroll can now make the most of Internet connectivity, the most cost-effective source of connectivity available.

"The internet has opened up many doors for our company, and without Silver Peak that would not have been possible," concludes Genovesi.

This is a great example of how many customers, like Interroll, are building an SD-WAN by augmenting their MPLS connections with the Internet today, with the ultimate goal of transitioning to an all-broadband environment over time.

Silver Peak Benefits

Flexibility – Customers like Interroll can rapidly and non-disrutively augment or replace their MPLS networks with any form of broadband connectivity.

Visibility & Control – Customers benefit from unprecedented levels of visibility into both legacy and cloud applications, and gain the unique ability to centrally assign business intent policies to secure and control all WAN traffic.

Performance – End-user satisfaction is significantly improved due to consistent and significantly enhanced performance for both legacy and cloud applications.

Savings – Silver Peak can dramatically lower connectivity, equipment and network administration costs by up to 90%.

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Giuseppe Genovesi, head of corporate IT