



# DUTCH CLOUD SERVICE PROVIDER ACCELERATES REPLICATION AND APPS

*Silver Peak Reduces DR Costs with 20x Faster NetApp SnapMirror Replication. Reduces Bandwidth Consumption by 78% without Upgrading WAN.*

NCCW is one of the largest application service providers in the Netherlands. The company builds, maintains and hosts applications that enable building societies to efficiently rent and manage housing. NCCW represents more than 10,000 managed properties, and more than half of all building societies within the Netherlands rely on NCCW for their core business process management (BPM), software-as-a-service (SAAS), infrastructure-as-a-service (IAAS), and enterprise resource planning (ERP) applications.

## THE APPLICATION PERFORMANCE CHALLENGE

NCCW relies on its wide area network (WAN) to deliver hosted services to thousands of customer locations. In addition, NCCW's WAN is used to transfer files and replicate data between the company's primary data center in Almere and its backup disaster recovery (DR) site in Haarlem using NetApp SnapMirror offsite replication.

Over time, NCCW had increasingly observed poor application performance over their existing 10 megabit-per-second (Mbps) shared WAN. This was due to inefficient protocols that caused latency, dropped packets due to congestion and network disruptions, and wasted network bandwidth that was being used to transmit redundant data.

The poor network performance adversely impacted user productivity and inhibited customers from taking full advantage of NCCW's hosted application services. Additionally, the company's recovery point objectives (RPOs) were being compromised

because of the time it was taking to replicate larger amounts of data over longer distances using the lower quality connection.

## THE SILVER PEAK SOLUTION

Silver Peak solved NCCW's challenges with its Virtual Acceleration Open Architecture (VXOA) software, which uses real-time acceleration techniques for moving data quickly across the WAN. Silver Peak VXOA software overcomes the adverse effects of latency, congestion, and limited network capacity—all of which were significantly impairing offsite replication and application performance for NCCW. The software also delivers maximum flexibility by running on any standard hypervisor and a variety of hardware platforms, including Silver Peak's own NX-series appliances.

NCCW deployed both the Silver Peak VX (virtual) and NX (physical) solutions to accelerate traffic going between their two core data centers and to customer locations across the Netherlands. The Silver Peak virtual solutions provided delivery and deployment flexibility that aligned well with existing customer networks, as well as the company's data center virtualization strategy. The company also installed Silver Peak's Global Management Systems (GMS) to centrally manage the Silver Peak deployments.

"The Silver Peak software gives us the ability to accelerate and manage our WAN to a degree we had not experienced before," said Marcel Trams, manager of infrastructure at NCCW. "One of the best things about Silver Peak is being able to deploy it as a virtual machine or as a physical appliance.

## Customer: NCCW

## Business Challenges

- Lower-quality MPLS network slowing applications
- Disaster recovery objectives being compromised
- Hosted application performance degrading

## Network Background

- 10 Mbps MPLS to data center and DR site
- HTTP, BPM, ERP, file transfers
- NetApp SnapMirror for offsite replication

## Silver Peak Results

- Virtual products offered increased deployment flexibility
- 10 Mbps link looks like 60 Mbps link
- Improved NetApp SnapMirror Replication to meet RPOs
- Recovered 75% of bandwidth

In either capacity, we can benefit from the same level of performance improvement and the added flexibility to deploy the acceleration in any type of environment.”

## THE RESULTS

With Silver Peak, NCCW has completely addressed its replication and application performance challenges. Silver Peak has helped NCCW reduce its ongoing disaster recovery costs by avoiding expensive WAN infrastructure upgrades, and is helping the company minimize risk by replicating significantly more NetApp SnapMirror data in less time.

NCCW has also benefited from Silver Peak’s data deduplication capabilities in the VXOA software. For example, HTTP traffic has been reduced by more than 80%, while ERP-based traffic has been reduced by more than 60%.

“After deploying the Silver Peak WAN optimizers, we were able to achieve significant bandwidth improvement and increase our data throughput,” added Trams. “Bandwidth consumption to our two data centers and our customer sites was reduced by more than 75%.”

When it came to accessing hosted applications, response times improved dramatically and the applications performed as if they were on a local area network (LAN). Large data transfers that used to take minutes now took only seconds. This has ultimately translated into increased user satisfaction and business process productivity improvements.

In addition to improving productivity through faster applications and file transfers, Silver Peak also helped NCCW to better utilize its IT resources by improving bandwidth efficiencies. The IT department now has more time to devote to proactive projects, rather than being encumbered by responding to network problems.

## SUMMARY

After installing Silver Peak WAN optimization, NCCW gained significant improvements in their network performance. They no longer struggle with bandwidth limitations, and now their WANs deliver faster application response times and file transfers. Silver Peak provided NCCW with significant improvements by reducing excess data that consumed bandwidth. Hosted applications now perform as they should, and the company has avoided a costly WAN infrastructure upgrade.

*“Bandwidth consumption to our two data centers and our customer sites was reduced by more than 75%.”*