PERKINS COIE ACCELERATES OFFICE CONNECTIVITY WITH SILVER PEAK SOFTWARE

Silver Peak software beats hardware appliances on value, performance, ease of deployment, and support

Delivering quality application and IT services to remote offices presents a challenge to any IT organization. The lack of local IT personnel makes it difficult to deploy hardware appliances or perform even mundane management tasks. Virtual software can change all of that, just ask the IT team at Perkins Coie LLP.

With 19-offices and 950 attorneys worldwide, Perkins Coie knows all about the complexities of managing remote offices and servicing discriminating users. The IT team thought it solved the problem by deploying WAN optimization appliances at each office. But as network demands grew, the capacity limitations of those appliances problems became clear. Users complained about waiting for documents to open from the company's centralized document management. Replication times took longer and eventually exceeded the company's 90 minute recovery point objective (RPO).

A WAN optimization upgrade was needed, but instead of deploying new hardware, Perkins Coie chose Silver Peak software. "Silver Peak's software was the best prod-

uct of this caliber that we've implemented. Other vendors need to sell you several products to get to where you get with Silver Peak," says Frank Riordan, Director of Infrastructure Technology at Perkins Coie. "There have only been a few products over the past several years whose support have really impressed me and Silver Peak was one of them."

THE CHALLENGE

The Perkins Coie network spans two data centers and 19 offices in the US and Asia. Every location had been equipped with another vendor's WAN optimization appliance and a VMware ESX host for running core branch services, such as print, DHCP, and local file services. (see figure 1).

As Perkins Coie became more successful and its network grew, so did the problems. Attorneys began receiving error messages when checking out documents from the firm's document management system, which led to more service desk tickets. Replication times also started to increase, and eventually

Customer: PERKINS COIE

Business Challenges
- Missed RPOs increased corporate risk.
- Lost productivity due to document management problems.
- Remote phone systems lacked survivability.

Technical Background
- Two datacenters – Seattle and Chicago.
- 19 offices connected via MPLS connections (6 Mbps to 100 Mbps).
- NetApp SnapMirror for replication between Seattle and Chicago across 1 Gbps connection with up to 90 minute RPOs.
- Requirements exceeded session capacity of installed WAN optimization hardware.

Silver Peak Results
- Remote lawyers can use all applications without a problem.
- Reduced risk to the firm's data by eliminating 68 percent of SnapMirror traffic from the WAN, meeting their RPOs.
- Fewer complaints and less long nights resolving issues.
- The IT team can focus on other initiatives rather than babysitting WAN optimization.
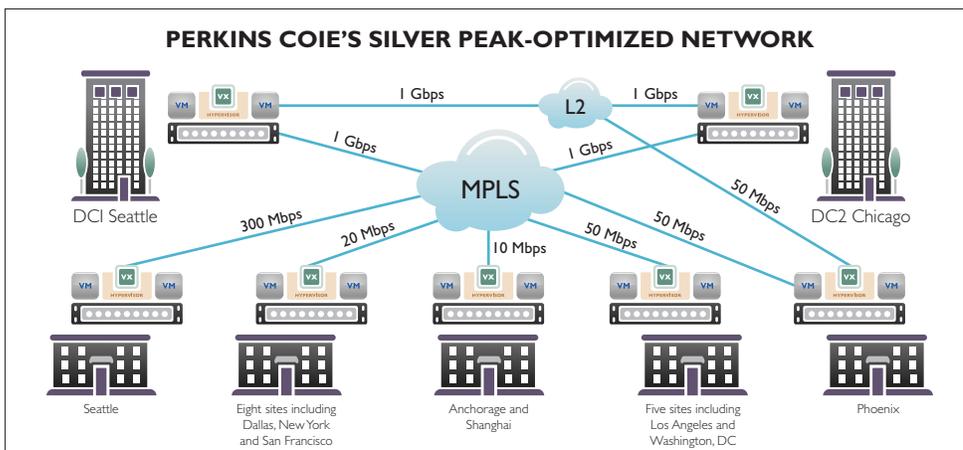
PERKINS COIE'S SILVER PEAK-OPTIMIZED NETWORK

Figure 1: Perkins Coie deployed Silver Peak software across its twenty locations.

exceeding their committed RPOs. "It got to the point where even the attorneys knew our incumbent WAN optimization provider by name – not a good thing," says Riordan.

The problem was that there simply were too many concurrent sessions for the WAN optimization appliance. Some traffic was being passed through unoptimized, degrading replication and application performance.

The IT team conducted a head-to-head test of several WAN optimization solutions, including Silver Peak software. The performance of Silver Peak matched or exceeded that of other vendors' proprietary hardware appliances while still delivering the intelligence and scalability Perkins Coie needed to run their network. Silver Peak software optimizes up to 256,000 concurrent sessions on an off-the-shelf server, by far the most in the industry. "Other vendors tried to sell us more hardware and more product. At the end, you'd have this sort of cobbled together Lego set," says Chad Conrow, Perkins Coie's Systems Architecture Manager. "You need five or six products from some of the other vendors to get the functionality you get with one Silver Peak."

And whereas WAN optimization hardware can take days to deploy, on average Conrow and his team deployed a Silver Peak instance in a different location in just two hours. "We piloted the heck out of the Silver Peak, it was one of the few products that was plug, play, and forget, " says Riordan.

THE RESULTS

Gone are the complaints and calls to the service desk about application problems. "Now none of the attorneys know about our WAN optimization," Riordan says. "Some replication jobs that previously took hours to complete are finishing in under thirty minutes. More importantly, tickets to our service desk have reduced dramatically. "

Riordan and his team also liked the software delivery model. "The idea that you could download and install this software by yourself with everything virtualized – it was an eye-opener for us." "Now when an office needs more bandwidth, it's just a matter of licensing up in the field. We don't have to worry about hardware not being sufficient or the normal refresh cycle. It's really an appealing model," says Riordan.

Perkins Coie also found new uses for the Silver Peak software. "We've started to run some of our VoIP traffic through the solution with positive results," says Conrow. "Our remote Cisco VoIP servers can now be backed up for the first time ever."

Perkins Coie experiences are hardly unique. Hundreds of firms around the world depend on Silver Peak software to make their remote office perform their very best. Find out how Silver Peak can help your team by contacting your local Silver Peak partner or visit us at www.silver-peak.com.

Figure 2: Perkins Coie met its RPO in a fraction of the bandwidth with NetApp and Silver Peak.

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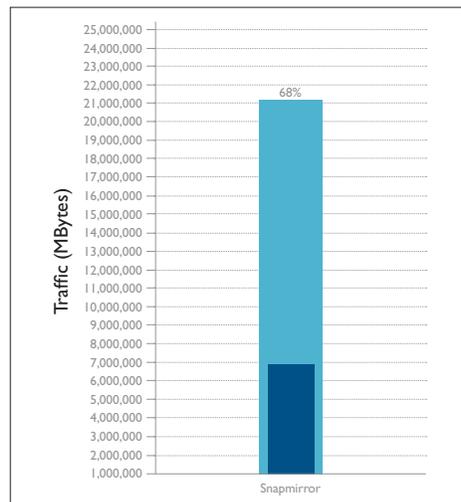
— Chad Conrow, the Systems Architecture Manager

Silver Peak

PERKINS COIE'S SILVER PEAK-OPTIMIZED NETWORK

DCI Seattle

1 Gbps

1 Gbps

L2

1 Gbps

1 Gbps

50 Mbps

DC2 Chicago

MPLS

300 Mbps

20 Mbps

10 Mbps

50 Mbps

50 Mbps

Seattle

Eight sites including
Dallas, New York
and San Francisco

Anchorage and
Shanghai

Five sites including
Los Angeles and
Washington, DC

Phoenix