crescendo networks

Leading Healthcare Company Accelerates Web Applications with Crescendo Networks

Industry:
Healthcare

Location:
Global company with presence in 100+ countries

Crescendo Networks Solution:
AppBeat™ DC

Results:
- Improved Intranet speeds between 50 and 250 percent
- Reduced required hardware and associated costs
- More than doubled Intranet performance

A large, global healthcare company offering a wide range of products, from medicine to healthcare diagnostic technology, to serve communities and patients worldwide. This multi-billion dollar company continues to grow its presence in over 100 countries, employing tens of thousands of employees throughout the world.

The Challenge

With tens of thousands of employees spread across over 100 countries, the large, global healthcare company has a sizeable mobile workforce scattered across the globe. Mobile employees use the company's Intranet to access a variety of content, such as address books, corporate documents and more. This creates a tremendous challenge for the IT team and puts massive stress on the company's tech infrastructure. At any given moment at least 30 percent of the company's global workforce is connected to the corporate Intranet. This means during peak hours, the Intranet is under heavy strain and needs to be functioning at peak performance levels.

"Unfortunately, before we upgraded our infrastructure, our employees often experienced delays associated with the corporate Intranet, which directly affected their ability to efficiently perform their job functions," said the director of enterprise Web infrastructure at the global healthcare company. "When employees needed to access a critical application or find a document, load times would slow productivity and frustrate our staff, especially at peak hours and high-traffic times."

The existing hardware was not enough to support the growing number of employees and could not provide the speed and dependability the company needed for the Intranet. "Throwing more hardware at the issue did not solve the problem, and became extremely expensive, both for the hardware itself and added staff we needed to support it. We decided to take a different approach to solving the problem – find a better solution."

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The Solution

Research was conducted both internally and externally to determine the best solution to meet this growing healthcare company's needs. Through this research, the company located Crescendo Networks. After reviewing the feature set and being impressed by the overall promise of the product, IT staff decided to test the product's features in real-life scenarios.

Extensive tests were conducted with Crescendo's AppBeat DC:

- How many transactions could be processed by 100 virtual users over a five-minute period?
  43,000 transactions without AppBeat DC, 94,000 with AppBeat DC

- Load time of a 2.3 Mb HTML page in the United States accessed from Spain:
  120 seconds without AppBeat DC, 10 seconds with AppBeat DC

- Load time of a 7 Mb HTML page in the United States accessed from Switzerland:
  79 seconds without AppBeat DC, 23 seconds with AppBeat DC

"Not only were we sold based on these astounding figures, but the Crescendo team was a huge selling point as well. In my 16 years with the company, I have never received better service from a vendor," added the director of enterprise Web infrastructure.

AppBeat DC allows "road-warriors" – or employees accessing applications and data from remote locations – to achieve LAN-like performance levels, even when accessing the application across the Internet. This is a result of the product being an asymmetrical solution that is only installed in the application data center. This approach is much more cost effective than other solutions that require installation of software applications on every employee laptop, or in the case of remote branches, a device in every branch office location.

Furthermore, AppBeat DC provides high availability, scalability, acceleration and optimization for Web applications. Unlike competing solutions, AppBeat DC leverages the industry's only purpose-built platform, uniquely designed for maximum performance and feature concurrency. By offloading servers from process-intensive tasks and optimizing the delivery of the application to users, AppBeat DC significantly improves overall application performance, security and availability while reducing datacenter costs.

The Results

Since deploying Crescendo Networks' AppBeat DC, Intranet speeds have improved between 50 and 250 percent (depending on who is accessing what information from where), with certain page load times cut from 120 seconds to less than 10. The company has been able to eliminate the purchase of superfluous hardware and save on staff and IT expenses.

"The benefits we have seen from AppBeat DC are overwhelming. Our home page used to take 3.8 seconds to load, now it takes less than 1.5 seconds. Load times were reduced by huge amounts, which is so important to our mobile workforce. These gains mean not only improvements for us as a company, as far as productivity and cost effectiveness, but also a better experience for every employee that accesses the Intranet."

Director, Enterprise Web Infrastructure, Global Healthcare Company

The healthcare company was also impressed with the scalability of AppBeat DC. "With Crescendo's solution in place, we are able to grow into our existing hardware, which is important to us as we continue to expand our global workforce. Before, it would have been necessary for us to buy more hardware, hire more IT staff and spend more money with each growth cycle. AppBeat DC allows us to grow into what we already have, which will save us time and money in the long run."

About Crescendo Networks

Crescendo Networks is the recognized performance leader for accelerating and optimizing the delivery of business-critical, Web-enabled applications. The company's unique multi-tier application delivery architecture dramatically improves the operation of today's demanding application infrastructure. The world's largest corporations and fastest growing Web properties rely on Crescendo for the application performance and efficiency needed to ensure usability, facilitate rapid business growth, lower IT costs and capture additional revenue. To learn more about Crescendo Networks' application delivery solutions, visit www.crescendonetworks.com.

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