



IN BRIEF

Industry

- » Environmental Consulting and Natural Resource Management

Challenges

- » Distributed IT infrastructure
- » Management overhead in keeping systems up to date
- » Streamline business and IT processes
- » Reduce annual maintenance contracts

Solution

- » Riverbed Services Platform running on the Steelhead appliances deployed as branch office box solution

Benefits

- » Eliminated physical servers at the branch, while still maintaining functionality
- » Consolidated the servers to the data center and virtualized the branch office
- » Centrally managed all the branch office IT infrastructure
- » Avoided expensive server maintenance renewals and refreshes
- » Application performance related support calls went from 8-10 a day to 0

SOLUTION COMPONENTS

RSP: DNS, DHCP, Active Directory, Domain Controller, Scanning Share, Print Server and SharePoint Server, Deltek Vision

ESA

Riverbed Services Platform Helps Environmental Firm, ESA Offset Its Carbon Footprint

Overview: Riverbed helps ESA to consolidate and virtualize branch office infrastructure

ESA is an environmental consulting firm committed to the principles of sustainability. The firm has over forty years of experience in all aspects of project planning, environmental assessment, natural resource management and regulatory compliance. Its staff of scientists, planners and other experts assist clients ranging from government agencies to nonprofits to private industry. ESA has 11 offices across the US with environmental experts working at each of these sites.

Challenge: Streamline business processes and reduce IT management costs

ESA wanted to cut costs and streamline business and IT processes throughout its distributed IT infrastructure. ESA also wanted to reduce the overhead of managing multiple servers across all its branch offices. As a part of this effort, ESA decided to remove its servers from branch offices and consolidate them in the data center. Also, the firm wanted to ensure that it delivered speed and efficiency to its end users, while at the same time streamlining the IT systems.

Each of ESA's branch offices had dual domain controllers for authentication, in addition to print and file services for redundancy. Its IT organization was managing, patching and maintaining servers for each of these services at each branch office. They decided to look for a solution that would be "plug and play" and help them achieve their business goals as an organization.

The ESA IT organization also had challenges with maintaining servers and they had to rely on local non-IT staff to replace hard drives when they went down, leading to significant amount of down time and reduction in billable time for its researchers. Furthermore local non-IT staff were managing the branch office tape backups, leading to errors and inconsistencies. ESA's IT organization decided that the solution they deploy must enable them to remove all their physical servers from the branch and consolidate applications where appropriate, some services needed to be in the branch.

Solution: Riverbed solution helps consolidate the branch office infrastructure and deliver LAN-like performance to end-users

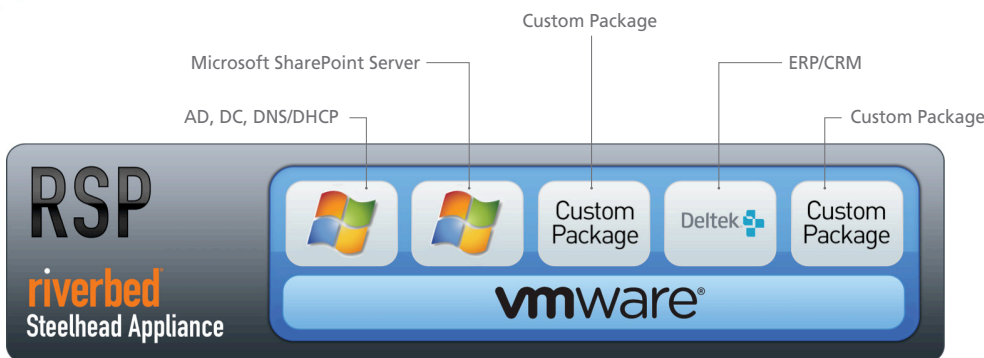
ESA's IT organization decided to look at a WAN optimization solution to help them consolidate their servers while streamlining their business processes. They looked at alternatives from Cisco, BlueCoat and Riverbed®. They chose the Riverbed solution over the Blue Coat ProxySG solution, which did not fit their requirements from a bandwidth perspective and the Cisco WAAS solution, whose management interface and deployment was daunting.

Riverbed offered ESA a simple way to deploy a solution that helped them consolidate their servers and deliver the LAN-like performance for all their end users.

ESA deployed 14 Steelhead appliances across their branch offices and data centers. The solution from Riverbed helped accelerate their enterprise applications like Microsoft SharePoint and Deltek Vision while reducing their management overhead.

"The Riverbed solution delivers a true plug-n-play experience which is very rare in most enterprise solutions."

— Thai Tran, Information Architect



Benefits: Riverbed delivers branch office box solution

Deploying the Riverbed Services Platform (RSP) at all their branch offices helped ESA cut its server footprint by 75% at each of its branch offices and further consolidate within each branch. Today

“The Riverbed solution has enabled my organization to deploy a true branch office box solution while delivering LAN-like performance for all my end users.”

— John Lessard, Director of IT

the company runs its DNS, DHCP, Active Directory, Domain Controller, Scanning Share and Print Server on the RSP, enabling server-less branch offices across the organization. The RSP let ESA avoid paying the renewal licenses and yearly maintenance involved with physical servers with a low upfront cost. Also as an organization ESA reduced its carbon footprint by lowering the power and cooling requirements at its branch offices.

Furthermore the Riverbed solution has helped ESA consolidate all its branch servers to the data center and gave them the ability to manage it from a central location. The RSP has also been a significant step towards a comprehensive Business Continuity plan for ESA.

Also the number of tickets coming into the IT organization from an application performance perspective went from 8-10 tickets per day to 0.

About Riverbed

Riverbed Technology is the IT performance company. The Riverbed family of wide area network (WAN) optimization solutions liberates businesses from common IT constraints by increasing application performance, enabling consolidation, and providing enterprise-wide network and application visibility – all while eliminating the need to increase bandwidth, storage or servers. Thousands of companies with distributed operations use Riverbed to make their IT infrastructure faster, less expensive and more responsive. Additional information about Riverbed (NASDAQ: RVBD) is available at www.riverbed.com.



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SUMMARY

ESA wanted to cut IT infrastructure management costs and offer a SLA for application-performance to its end users. After deploying the Riverbed Services Platform the IT team was able to consolidate its entire branch office infrastructure and manage servers from a central location. The team is also looking to offer SLA commitments to its end users due to the improved application performance offered by Steelhead appliances.