

IN BRIEF

Industry

- » Non-Profit (Public Library)

Challenges

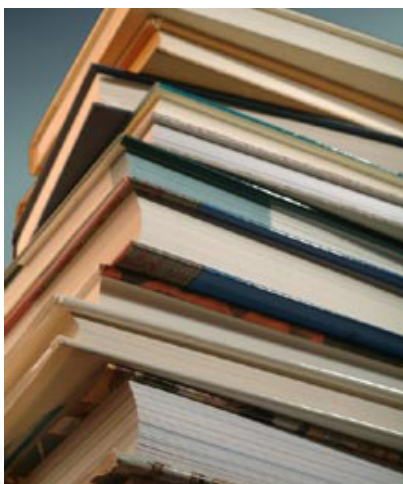
- » WAN performance degradation caused by bandwidth floods from distributing software to library branches
- » Poor performance of webbased library application

Solution

- » Riverbed Steelhead appliances

Benefits

- » WAN capacity increased by more than 9x
- » More than 4x faster response times with library software, resulting in happier patrons



Pierce County Library System

Riverbed® Steelhead® Appliances Reduce Network Congestion and Improve Software Response Times for County Library System

Located in Tacoma, Washington, the Pierce County Library System, PCLS, (www.piercecountylibrary.org) consists of seventeen branch libraries and three bookmobiles. The library has a large service district of more than 1,600 square miles and serves a population of 473,000, more than 50% of which are registered borrowers. A member of the Urban Libraries Council, PCLS maintains a collection of 1.2 million items and circulates 5.2 million items annually.

Challenge

According to Dan Fineman, PCLS' IT Systems Administrator, 17 branch locations that connect to a central processing office via individual T1 lines without remote servers result in massive contention during peak hours of operations.

"Our integrated library software can be updated with binaries pulled from the central server across the WAN to each client once a user logs on," said Fineman. "With more than 50 PCs in some of the larger branches, each T1 line would become massively congested from all the users' requests, and applications accessing the central servers would be brought to their knees."

"In addition to application software updates, our Polaris integrated web-based library software suffered from extended response times and bandwidth saturation during peak library times," said Fineman.

Solution: Steelhead Appliances Overcome Network Challenges

In September 2004, Fineman deployed a pilot test between a remote branch and the central branch location. "Installation of the Steelhead appliances was very easy," said Fineman. "We had the appliances unboxed, installed, and up and running in minutes."

"Our overall bandwidth savings is about 4x. This is like paying for a T1, but getting four times that."

about 2 GB and only 200 MB traveled over the WAN. We experienced an 89% data reduction for that hour with a 9.7x capacity increase. Our overall bandwidth savings is about 4x. This is like paying for a T1, but getting four times that."

"As we roll out additional services such as streaming audio and multimedia, we now have additional room within our WAN infrastructure. We have a continuing obligation as a public entity to maximize technology utilization while minimizing cost, and the Steelhead appliances help us do that."

In addition to increasing WAN capacity, Pierce County has benefited from better performance of their web-based library application. "Response times when using our Polaris library software was improved by an average of 4x," said Fineman.

"Faster response times result in happier patrons."

"We have a continuing obligation as a public entity to maximize technology utilization while minimizing cost, and the Steelhead appliances help us do that."

"Faster response times result in happier patrons."

"With the big benefits resulting from the Steelhead appliances, we are moving forward with installing at a number of our branch locations," said Fineman.



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About Riverbed

Riverbed Technology is the IT infrastructure 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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