

State and Local Government

Overview

Although each government agency faces a unique set of challenges, most agencies need to increase employee productivity and rely on wide area networks (WANs) to conduct day-to-day operations. Due to process requirements and federal and state regulations, government agencies need to process and archive large amounts of shared data across multiple locations. While WAN performance is critical, WAN upgrades can be costly or not readily available, and, often do not solve the performance problems that plague distributed workforces and data.

"The time our employees save downloading and sharing files, coupled with bandwidth and IT consolidation savings, has made an impact on our bottom line."

Riverbed® Steelhead® products can optimize bandwidth to avoid a WAN upgrade and get more data through the current WAN infrastructure. The Riverbed solution can also help agencies to consolidate infrastructure to improve data security, accelerate application performance, and ensure the complete rollout of key applications. In addition, Steelhead Mobile software can help government agencies meet mobility requirements by enabling employees to work from any location, which increases both productivity and disaster preparedness.

Several government agencies successfully deployed Riverbed Steelhead appliances with the following results:

- Increased WAN bandwidth capacity by more than 4x
- Decreased download time from minutes to seconds
- Saved over 20,000 hours of employee wait time per year
- Improved application performance across the network

A State DMV Improves WAN Performance at 18 Remote Sites

Challenge: A State DMV with 65 offices and over 1000 employees needed to securely transfer, process, and archive large amounts of data across multiple sites over the WAN, while complying with process requirements and federal and state regulations. A major new program to create enhanced driver licenses had placed new demands on the DMV's infrastructure, leading to challenges processing information in real-time. Network upgrades were too expensive or not available in some areas, and would not eliminate network latency.

Benefits: Riverbed Steelhead appliances were deployed at 18 remote sites to optimize bandwidth, to get more data through the current WAN infrastructure, and to avoid expensive WAN upgrades. The DMV offices noticed immediate improvements in performance. "From the beginning, people raved about the speed of the Riverbed Steelhead appliances," said the Network Architect. Bandwidth capacity increased 4.4x. The estimated three-year ROI for the project was 687%, with the biggest savings coming from enhanced employee productivity. The system saved almost 20,000 hours of branch employee waiting time per year. "Riverbed also helps push out software updates to field offices, and allows them to run batch processes daily," reported the Network Architect.

A State Audit Agency Decreases Download Time from Minutes to Seconds

Challenge: One of the largest state audit agencies with 900 employees audits all public entities in a highly populated state. The agency manages massive amounts of data across eight regional offices and a decentralized data network. The agency's network was so slow that employees changed their work habits in ways that encumbered the entire organization. The Deputy CIO faced the challenge of improving system performance while his budget was being reduced. WAN optimization, rather than adding costly bandwidth, was the answer to improving application performance while minimizing financial investment. The Deputy CIO stated, "Adding bandwidth might have solved a problem temporarily, but was not a long-term strategy. In order to reduce latency, we would have needed to rebuild the network."

Benefits: After testing three WAN optimization alternatives, the state agency chose Riverbed. The Deputy CIO said, "Overall, Riverbed gave us more features to address our core needs than the other two vendors tested." He also chose Riverbed for its fast, easy installation that was complete within four weeks. Nine Riverbed Steelhead appliances were deployed in the eight regional offices and the data center, along with Riverbed Steelhead Mobile software to support mobile laptop users. This allowed the organization to consolidate servers into their data center and virtualize services and applications at the network edge. File download times were reduced from six minutes to a few seconds. "The time our employees save downloading and sharing files, coupled with bandwidth and IT consolidation savings, has made an impact on our bottom line," reported the Deputy CIO.

"From the first deployment of the Riverbed Steelhead, people raved about the speed of the Riverbed appliances."

State Legal Agency Replaces Cisco WAAS with Riverbed Steelhead Appliances

Challenge: A state legal agency decided to centralize its IT infrastructure and consolidate servers from its 22 offices across the state. As its IT team started to remove file and print servers from remote offices, end-users complained that accessing files was too slow and had started to affect productivity. "We started researching WAN optimization technologies in the Winter of 2005, and because we are a Cisco shop, we purchased WAAS appliances in early 2006 to accelerate our email, file access, and web applications," said the Deputy CIO. As the agency adopted web applications to centralize document management and e-Discovery, end-users started to complain about the access to web applications, which were not accelerated effectively by the Cisco WAAS solution. "In 2007, we decided to research Riverbed. We conducted a trial with Steelhead appliances and were impressed with the CIFS, MAPI, and HTTP optimization."

Benefits: The Deputy CIO decided to replace Cisco WAAS with Riverbed Steelhead appliances at their 22 offices. "To upgrade our WAAS appliances would have cost more than purchasing the Riverbed solution," said the Deputy CIO. "Riverbed allowed us to continue with our consolidation efforts and accelerate our web applications," he explained. Today the agency has been able to eliminate email and file servers from its 22 offices and optimize the backup of information to their disaster recovery site. The Deputy CIO states, "Riverbed has shortened our Net App back-up windows by 80% and now our backups do not run into the business day."

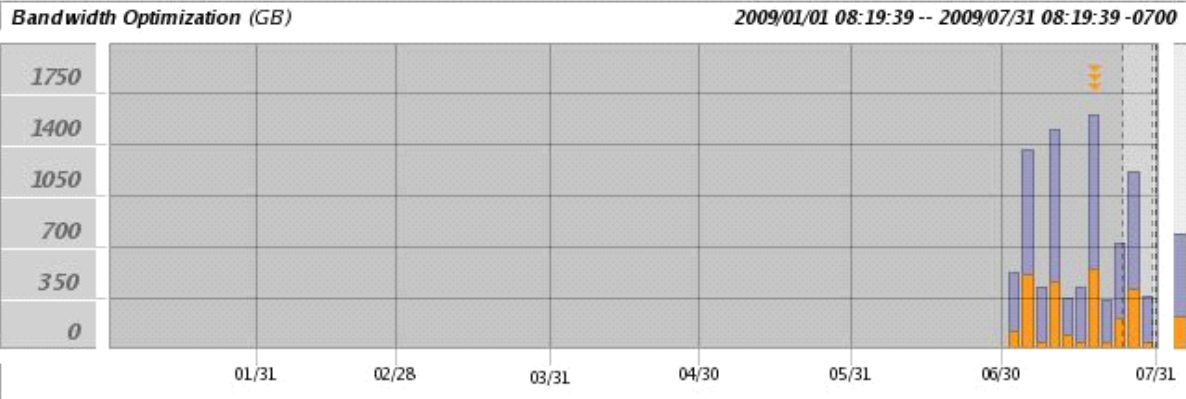
"Adding bandwidth might have solved a problem temporarily, but was not a long-term strategy. In order to reduce latency, we would have needed to rebuild the network."

A State Agency Cuts Costs without Sacrificing End-User Performance

Challenge: Challenged by cutting IT costs, a state agency looked at WAN optimization appliances to eliminate remote office servers and bandwidth upgrades. With 24 departments (and respective divisions), managing monthly costs was crucial to keeping departments operational. "In 2008, our goal was to reduce cost, but not make changes that would impact our end-users," said the IT Senior Analyst

Benefits: With Riverbed in place, the agency was able to recycle, retire, or consolidate Microsoft SQL, Exchange and Windows file servers to their data center. Concurrently, the agency has been able to virtualize 90 physical servers down to four VMware ESX servers. "As we started to virtualize physical servers, we were concerned that end-users would complain about access to these files. Since we had the Steelhead appliances deployed already, end-users did not even notice that we had virtualized servers in our data center," said the IT Senior Analyst. With Riverbed in place, the agency has also been able to remove tape back-up from remote offices. "Previously we would ask the office administrators to load tapes into a backup system every Friday evening before they left. With Riverbed Steelhead appliances in our network, we can do full backups over the WAN over the weekend." As the IT Senior Analyst summarized, "Riverbed has allowed us to avoid upgrading bandwidth links for at least a year, and reduce server license and maintenance costs. Riverbed really works as advertised; our network is seeing 3.5x capacity increase our data over our WAN links has been reduced 71%."

Reports > Optimization > Bandwidth Optimization ?



Period: (Custom)
Application: All
Traffic: Bi-Directional
Refresh: Off

Start Time:
 2009/01/01 08:19:39

End Time:
 2009/07/31 08:19:39

	WAN Data	2519.8 GB
	LAN Data	8889.2 GB
Total Data Reduction %		71%
Peak Data Reduction Occurred At 08:15:40 on 2009/07/31		99%
Optimized Bandwidth Capacity Increase		3.53X

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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