

IN BRIEF

Industry

- » Nonprofit/Human Rights

Challenges

- » Centralize Exchange servers to the data center
- » Manage IT centrally when sites are in remote parts of the world
- » Reduce IT support costs at remote sites
- » Decrease email wait times for employees in remote locations using dial-up or satellite links

Solution

- » 14 Steelhead appliances deployed across Asia, Africa, South America, and the United States

Benefits

- » Avoided bandwidth upgrades for two years
- » Accelerated e-mail and HTTP application performance
- » Reduced IT support cost by 25% at remote sites
- » Increased bandwidth throughput by 5x



Riverbed® Steelhead® Improves Response Times And Delivers Savings For International Justice Mission

Riverbed Steelhead Products Improve Email and Application Response Times For International Justice Mission

International Justice Mission (IJM) is a human rights agency that brings freedom and justice to victims of slavery, sex trafficking and other forms of violent oppression. In 13 countries in Asia, Africa and Latin America, IJM’s lawyers, investigators, and aftercare professionals work with local officials to ensure immediate victim rescue and aftercare, to prosecute perpetrators, and to pursue structural transformation by ensuring that public justice systems protect the poor from violence.

Challenge: Aging Remote Servers, Costly Upgrades in Remote Parts of the World

IJM’s first IT challenge was the costly maintenance of legacy remote servers at their 14 remote offices. “IJM locations are in remote locations in places such as Bolivia, so dispatching IT support from HQ can cost on average \$3,000 to 4,000.” commented John Lax, vice president of Information Systems. As an international

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non-profit organization, IJM places a priority on finding ways to stretch its budget. IJM’s IT budgets are small compared to those of other international non-profits, yet technology is crucial for the IJM mission. As staff plan complex operations with local authorities to rescue to victims, the ability to communicate electronically and ensure access to saved documentation is vital. The second challenge was

the cost to upgrade the legacy servers at all their remote offices which was estimated to be \$140,000. Finally, email has been the most critical application for IJM’s offices around the world, but also the most expensive to manage. Accessing email had always been a challenge for IJM’s remote employees, especially in locations in Africa where most offices were using dial-up or satellite for bandwidth. IJM was faced with trying to reduce IT costs while ensuring email was accessible in their 14 remote offices. Lax began to research WAN optimization technologies versus upgrading their bandwidth at the 14 remote offices.

Solution: 14 Riverbed Steelhead Appliances Deployed in Remote parts of the world

IJM selected Riverbed for its US data center and its 14 remote sites throughout Asia, Africa, and South America.

Our IT team has also been impressed with Riverbed support. They handle field issues very well, and we were impressed with the support provided to our remote sites in Asia or in South America,” Lax added.

The Riverbed Steelhead appliances were deployed by a remote office employee. An administrator would volunteer to stay after work and IJM’s network manager would guide him or her through the Riverbed appliance configuration over the phone. “Sites were literally up and running within 30 minutes. The next morning, people noticed the difference when they were downloading email,” Lax noted. Acceleration of email and access to files was immediate for remote users.

Benefits: Consolidation of Remote Exchange Servers to Data Center

The major cost savings of deploying Riverbed is that the solution has given IJM an increase in virtual bandwidth. “To give an example, in Uganda, it costs over \$1,100 per month for our internet connection, which is supposed to run at between 128k and 256K, however, we can only rely on about 64k. As we are seeing about

CASE STUDY: Riverbed Steelhead Improves Response Times And Delivers Savings For International Justice Mission

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As we are seeing about a 5x data reduction, this is effectively saving us \$4000 per month for this site alone on communications costs.

users. And Lax continued, "IJM's lawyers, social workers, and investigators spend their days doing work of life-or-death significance. It is crucial for us to provide the best possible IT support to our frontline teams – and to wisely manage our limited resources. Our Riverbed ROI is in months rather than years and we have been able to significantly improve our support offered, without having to incur additional costs."

An additional benefit from deploying Steelhead appliances is the ability to run SharePoint 2007 MOSS for Intranet and training manuals. Before IJM deploys a case worker or an attorney out to the field, it trains the field teams and hands them a training manual. "Just this year, we have started to go paperless since all our training guides are on SharePoint 2007 MOSS. I was impressed that Riverbed's technology allowed us to run SharePoint globally and go paperless at IJM," said Lax.

IJM has also been able to upgrade its Riverbed appliances centrally. Lax explains, "When RiOS 5.5 came out, we wanted to run the eMAPI feature to operate in a secure environment. Upgrading every appliance in the field remotely took us just over two days there was no need for external support from our volunteers and no noticeable interruption in service."

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a 5x data reduction, this is effectively saving us \$4000 per month for this site alone on communications costs," shared Lax.

The primary benefit for IJM by deploying 14 Riverbed Steelhead appliances was completing IJM's Microsoft Exchange centralization project and increasing application performance for its remote

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To understand how well Steelhead has optimized bandwidth, IJM staff reviewed WAN performance reports in the Steelhead management GUI. Lax stated, "At our 14 sites, our bandwidth capacity has increased by 5x. Riverbed's solution has allowed IJM to do more with their network without having to upgrade our bandwidth."

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



2005, 2006, 2007, 2008, 2009



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CS-IJM120909

SUMMARY

Human rights organization International Justice Mission (IJM) has offices in remote parts of the world; however, its IT is managed from headquarters in Washington, D.C. IJM decided to centralize its email servers to reduce software and hardware costs. By choosing to centralize, IJM knew it would have to increase bandwidth at remote sites or consider deploying a WAN optimization solution.

IJM chose Riverbed Steelhead appliances for their ease of deployment and ability to help centralize its Microsoft Exchange 2007 servers to its data center without interruption of service to employees in Asia, Africa, South America, and the United States.

The Steelhead appliances allowed IJM to complete a successful Microsoft Exchange 2007 server centralization project, avoid costly bandwidth upgrades for two years, and accelerate access to centralized files by 3x.