

Anticimex



Riverbed and Anzena deliver network optimization to centralize IT service delivery for Swedish pest control specialist

Anticimex is an international pest control specialist. Formed in Sweden in 1934, the business has operations in 16 countries. Its services span insurance, building management and food safety.

It is an increasingly digital business. Anticimex uses cameras, traps and data collection points that are remote and connected and shares reports in real-time with customers. The nature of pest control is local, and Anticimex staff need to be mobile and collaborative in order to provide their services to customers.

In partnership with:

Anzena
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“With the combination of Riverbed technology and Anzena’s expertise and knowledge of our business, we have been able to create a solution that has performed on every level; more network uptime, faster connectivity and the reassurance of a full backup.”

Sepand Astaneh
Senior Operations Engineer
Anticimex

Building a platform to centralize IT services

The Swedish head office is in Stockholm, and there are 36 branch offices and 10 satellite offices. These range in size from 100 staff to five or six. Tommy Bergqvist, CEO at local IT consultancy, Anzena, explains: “Anticimex had an MPLS copper connection going into each office, but the bandwidth varied greatly. There were 50mbps in some of the larger offices, less than 10mbps in the smaller ones.”

With the business looking to centralize much of its IT services, such inconsistency was unacceptable. “We wanted to eliminate branch file servers – with all the local maintenance and back-ups involved, replacing them with a centralized server. But that is unworkable if the office is 600km from Stockholm and you’re working with such slow MPLS speeds,” says Sepand Astaneh, Senior Operations Engineer at Anticimex. “We needed to maximise our connectivity.”

Accelerated delivery of applications

Specialising in datacentre solutions, storage and cloud services, Anzena prides itself on having long term relationships with its customers. Anticimex had been a customer for four years and had recently completed a service desk project with Anzena, reducing start-up times from 15 minutes to 40 seconds.

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Oscar Winkelmann
IT Operations Manager
Anticimex

Anzena asked if it could examine the connectivity challenge, and created a Proof of Concept for one office using Riverbed Steelheads. With the PoC deemed a success, Anzena and Astaneh started work on building a business case for every branch.

“The PoC went well, but it involved an office close to Stockholm. We wanted to see how fast we could go with a semi-good connection at a more remote branch,” says Bergqvist. “Also, the Riverbed solution would be a sizeable investment, and we wanted the board to be clear how this would benefit the business,” continues Astaneh.

In Brief

Challenges

- Improve network performance to support move to centralized IT service delivery
- Provide a platform for growth of digital services
- Reduce the strain on internal IT resource

Solution

- Riverbed® SteelHead™ for optimized WAN performance
- Centralized management of application performance with Riverbed SteelCentral™ Controller for SteelHead
- Managed service from local Riverbed partner, Anzena

Benefits

- Creates a high-performance national network capable of supporting centralized IT service delivery
- Establishes platform for development of new, digital services
- Reduces maintenance and licence costs, and frees internal resource to focus on high-value IT projects

The Riverbed solution consists of Riverbed SteelHeads in five of Anticimex's larger offices, acting as regional centres and Riverbed SteelCentral Controller for SteelHead is used to proactively manage its applications.

"The Riverbed SteelHeads are very intuitive to use," says Oscar Winkelmann, IT Operations Manager, Anticimex. "We created a five-page installation guide, sent it to the branch office and someone with a simple grasp of IT could plug it in. We didn't have to physically visit and manually install. Once they were in place, Riverbed helped configure SteelCentral. It was all very easy."

More uptime, better backups

The solution also includes a three year hosting services agreement with Anzena. If Anticimex experiences any problems with the solution, the IT team can turn to Anzena for support and also rely on the Anzena consultants to provide weekly reporting on network traffic and storage space.

Winkelmann says the Riverbed solution met every promise in the business case. It has delivered more network uptime, faster connectivity and full back up.

"We've been able to create guaranteed SLAs, for the first time," he says. "And it's nice not to have the problem of figuring out which local file server has stopped working overnight. That stress has disappeared completely."

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This has delivered the promised savings on local file server maintenance. For Winkelmann's team, time that has been saved from fixing issues with local file servers can now be spent on new projects.

"Centralization was necessary, but we continue with a hybrid approach. We're not jumping fully into the cloud – some CRM aspects may be kept locally, while Business Intelligence will go to the cloud. It's just good to be in a position where the network isn't the roadblock."

About Riverbed

Riverbed, at more than \$1 billion in annual revenue, is the SD-WAN company, delivering the most complete platform for the hybrid enterprise to ensure multi-cloud connectivity, applications perform as expected, and performance issues can be proactively detected and resolved before impacting business performance. Riverbed enables hybrid enterprises to transform application and cloud performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. Riverbed's 28,000+ customers include 97% of the Fortune 100 and 98% of the Forbes Global 100. Learn more at riverbed.com.

The Riverbed logo consists of the word "riverbed" in a lowercase, bold, orange sans-serif font.