

A black rectangular banner with a yellow and black diagonal hazard stripe pattern.

NOTICE: New Product Names

The contents of this asset do not reflect our recent product name changes. Here are the new Riverbed® names:

Old Names	New Names
Steelhead	SteelHead™
RPM, OPNET, Cascade	SteelCentral™
Stingray	SteelApp™
Granite	SteelFusion™
Flyscript	SteelScript™
Whitewater	SteelStore™

MTC AUSTRALIA

NON-PROFIT CHOOSES STEELHEAD CLOUD ACCELERATOR FOR “FANTASTIC” DELIVERY OF OFFICE 365 FROM THE CLOUD

IN BRIEF

Industry

Not-for-profit education & employment services

Challenges

- Aging infrastructure in need of modern replacement
- Migrating Exchange mail to Microsoft data center located 4,000 miles away
- Giving users cloud-based solutions that perform as if they are stored locally

Solution

- Steelhead Cloud Accelerator software
- Steelhead EX appliances

Benefits

- 300%-accelerated delivery of Office 365; sub-second response times from Singapore
- On-going data reductions of 40% to 60%
- Office 365 migration time reduced by nearly 50%
- Greater than 10x network performance improvement
- Bandwidth upgrade costs reduced by two-thirds
- Less than 12-month ROI for 25 appliances and 500+ software licenses

A not-for-profit organization, MTC Australia offers training courses, employment services, youth programs, and community initiatives. With more than 30 locations and 530 staff members, the organization assists approximately 35,000 people annually.

CHALLENGE: INFRASTRUCTURE OVERHAUL AND APPLICATION ACCELERATION

When Branko Ceran became CIO in mid-2013, one of his first tasks was to upgrade the organization’s aging infrastructure. He adopted a “cloud first” strategy, which included cloud-based Office 365 and Lync, along with other business-critical applications (payroll, finance, HR) running in the organization’s own private cloud.

As a result, the applications that users were used to having on-site were going to be hosted some distance away. The Office 365 hosting site was located in Singapore, nearly 4,000 miles away from Sydney. Naturally, the users had concerns about the changes – concerns that Ceran was determined to address proactively.

“For years, MTC Australia had a slow data network and a very slow internet connection, so there was a stigma around computer system issues, particularly around the network,” he explains. “I really wanted to make sure that the staff and customer experience was not just good, but fantastic. I wanted their applications to operate as if their files were stored locally.”

SOLUTION: STEELHEAD CLOUD ACCELERATOR FOR MICROSOFT OFFICE 365

One strategy for improving the performance of MTC Australia’s new cloud-based solutions was to increase bandwidth. But the amount of bandwidth Ceran would have needed to get the kind of performance he wanted was cost-prohibitive. Realizing that WAN optimization offered a more effective and less expensive way to get the performance he wanted for both Microsoft Office 365 and the private cloud-based applications, Ceran and his team evaluated solutions from leading WAN optimization providers.

Riverbed Technology was the only company they chose for a proof-of-concept (PoC). “If the Riverbed products hadn’t met our requirements, we would have looked at others,” Ceran explains. “We have a fairly small IT team. We needed products and services that anyone in our IT team could set up and maintain, and the Riverbed products met this requirement better than others did.”

MTC Australia purchased a range of Riverbed products, including 22 Steelhead® EX appliances (for accelerating data transfer between its branch offices and data center), and 530 Steelhead® Cloud Accelerator software licenses (for accelerating delivery of Office 365).

The deployment of these products was completed in less than one month. In comparison to the other aspects of the infrastructure overhaul, “the Riverbed section was the least challenging,” Ceran says.



BENEFITS: OFFICE 365 MIGRATION TIME CUT NEARLY IN HALF; SUB-SECOND RESPONSE FROM SINGAPORE

With legacy Exchange data for more than 500 people, this migration was large. "When I looked at the users' email and calendar files, the smallest I saw was one GB and the largest was 22 GB," Ceran says.

By streamlining the amount of data that had to be migrated to the Office 365 servers, Steelhead Cloud Accelerator greatly reduced the migration time required and the bandwidth consumed. "The Steelhead Cloud Accelerator software reduced the amount of data going to Office 365 by about 42%," Ceran says. "As a result, we were able to transfer our mailboxes from on-premise to the cloud in a little more than half the time it would have taken without the appliances."

For the offices that have completed the migration to Office 365, the Steelhead Cloud Accelerator software reduces bandwidth consumption by up to 60%, Ceran notes.

"We tried Office 365 here in IT first, without Steelhead Cloud Accelerator in place, and the performance was not good enough to meet the high bar we had set," Ceran explains. "Once we had the Steelhead Cloud Accelerator software working, it was amazing how great the improvement in performance was. It was as much as 300%."

"With Steelhead Cloud Accelerator software, we're getting sub-second response times on nearly everything – documents, videos, and other storage items. Office 365 is truly quick. You wouldn't know it's in Singapore," he adds.

Although traffic on MTC Australia's own network increased two to three times as a result of the "cloud first" initiative, Riverbed WAN optimization with data, transport and application streamlining alleviated the financial burden of that traffic increase. "The scope of our bandwidth

upgrade was about one-third of what we would have needed without the Steelhead appliances," says Ceran.

At a site requiring a 10 Mbps connection without WAN optimization, for example, a 4 Mbps connection turned out to be sufficient. In fact, one MTC Australia location served by a 15 Mbps connection is seeing performance equivalent to a 200 Mbps connection with Steelhead WAN optimization. "I was told to expect a factor of 10 improvement, and I think we're getting a little bit more," Ceran notes.

In addition to saving money on bandwidth, the Steelhead appliances are delivering the excellent user experience Ceran wanted. "Optimal performance was my objective and we achieved that," he says. Steelhead QoS functionality makes sure that mission-critical Lync Enterprise voice data has priority over other types of traffic. "There's not much acceleration in the voice space, so we're very happy with the QoS," says Ceran.

In addition to the performance benefits, the Riverbed solutions are positioning MTC Australia to better leverage its existing bandwidth. For example, one MTC Australia division teaches English to non-English speakers. In the past, instructors showed language-instruction DVDs on large classroom TVs. "Now, students can watch videos on their computers. They can watch as many as they want, and the videos can come from all around the world," says Ceran. "We weren't able to do that before."

MTC Australia's Riverbed solution will pay for itself in less than 12 months, Ceran estimates. The ROI is based on the bandwidth cost savings as well as the retirement of a number of Exchange servers and other Exchange-related hardware.

SUMMARY

MTC Australia's business vision was a "cloud first" approach for Office 365 and other business-critical apps such as Lync Enterprise Voice. Because this would easily double or triple the amount of traffic on the already overburdened network, CIO Branko Ceran deployed a Riverbed solution consisting of Steelhead Cloud Accelerator, Steelhead appliances, and Stingray Traffic Manager to ensure that the users' experience of the new infrastructure was "not good, but fantastic."

The Riverbed solutions accelerated application delivery by 300%, resulting in sub-second response times for Office 365, which is located in a Microsoft data center 4,000 miles away. And they ensure the performance of the mission-critical voice communications system. Steelhead Cloud Accelerator reduced migration time to the cloud by 50%, while the overall Steelhead solution reduced bandwidth upgrade costs by two-thirds. The ROI on the Riverbed purchase was less than 12 months. With this solution, Ceran was able to meet his goal of giving employees a fantastic experience while also enabling the organization to offer new services to its customers.

"Riverbed solutions such as Steelhead Cloud Accelerator enabled our new cloud-first infrastructure for Office 365 – accelerating app delivery as much as 300% from the cloud. Frankly, it has enabled our business. Today, we are realizing our business vision."

Branko Ceran, CIO at MTC Australia



Think fast.

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