

Exinda Networks Lends a Helping Hand to The Salvation Army's IT Network

Last year, The Salvation Army in Australia provided more than one million episodes of assistance to individuals and families and spent more than \$500 million on its many social and community service programs.

In a typical week, this non-profit organization which has a heritage of more than 125 years of local active service, will provide people in need with an estimated 180,000 meals, 20,000 food vouchers and 600 blankets. In addition, it will help 440 people in the prison and court system and place 3,500 people in jobs.

The Challenge

Supporting this infrastructure in the organization's Australian Southern Territory are around 2,000 people spread throughout Victoria, Tasmania, South Australia, Western Australia and the Northern Territory. While some 250 staff are located in the territory's Mont Albert headquarters in Melbourne, most employees are remotely based in a network of around 70 locations, which may include a variety of church, social center or retail environments. In addition, some 350 staffers work from home-based offices.

While the home-based offices are supported by standard DSL connections, the tier one network of 70 locations are supported by business grade managed communications links.

As the organization has grown its staff and locations there is an increased pressure on the performance of its IT network to support availability of applications at the moment of need.

Seven years ago, The Salvation Army deployed Citrix applications to support an increasingly decentralized array of Web-based IT applications and group-wide email communications.

"We soon found that bandwidth availability and a delay in application access was becoming a problem with more and more functions competing for scarce WAN resources. While one option would have been to implement fatter pipes, this

was not sustainable over the long term from both a cost and technical viewpoint.

"Although, we then eventually decided to upgrade an existing packet-shaping WAN appliance, we found that it was incapable of expanding for our network needs coming up stream. So, we reviewed the market for a fresh option," said Paul Tero, network manager for the Southern Territory.

The Salvation Army required a solution that could prioritize traffic on the network and provide a scalable level of compression for its increasing network needs. The IT team selected a solution from Exinda Networks.

How The Salvation Army Uses Exinda's Wan Optimization:

- Prioritize Citrix traffic
- Data compression
- Report on network usage
- URL blocking

The Solution

Today, The Salvation Army's Southern Territory has an Exinda 4700 appliance at its Mont Albert offices and eight 1700 appliances located in branch nodes throughout Victoria, Tasmania, Southern Australia, Western Australian and the Northern Territory.

"The initial implementation went very smoothly. We were up and running quickly," added Tero. The Exinda 4700 solution has a capacity of 100 Mbps. It offers the full spectrum of traffic management features, including cross flow data compression, classification

of applications at Layer 7, automated Layer 7 signature updates, real-time drill down, automated pdf reporting and policy-based quality of service. The Exinda 1700 also includes service level management, application response measurements, adaptive response as well as SIP-based voice over IP (VoIP) reporting and URL analysis.

"The Exinda 1700 devices greatly enhanced application performance at our divisional branch offices. What Exinda initially enabled us to do was to give priority to our Citrix applications while giving lower priority to applications such as Citrix printing, Web browsing and AD traffic. At its core functionality, it performed remarkably well with flexible, granular reporting. In the future, we'll look at using Exinda's URL blocking features and more of its compression capabilities to fuel further benefits," said Tero.

The Salvation Army is now in the early stages of reviewing Voice over IP.

As Tero and his team haven't needed to spend more money on bandwidth, the savings have been directly re-allocated to the organization's outreach programs, supporting The Salvation Army's heritage of corporate social responsibility.

"I would highly recommend Exinda. It's a solution that provides great value for the money and excellent management and reporting. To top it all, Exinda's staff is extremely helpful," added Tero.

Today, Tero believes that Exinda is contributing to saving around \$8,000 per month by boosting staff productivity with employees not having to wait for applications to respond. The staff can do their job without delay boosting morale within the organization. Over the next seven days, The Salvation Army will help 800 victims of abuse and provide counseling services for 4,000 people. Exinda's solution will be behind the scenes ensuring that the right IT applications reach the right staff in real-time.

About Exinda

Exinda is a global provider of WAN optimization and application acceleration products. Exinda has helped over 2,000 organizations worldwide reduce network operating costs and ensure consistent application performance over the WAN. The Exinda Unified Performance Management (UPM) solution encompasses application visibility, control, optimization and intelligent acceleration – all within a single network appliance that is affordable and easy to manage.

To learn more about Exinda's award-winning solutions for enterprise, education and service provider clients, contact your local reseller or visit www.exinda.com.



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