infovista

GRIFOLS

CASE STUDY

Grifols switches to SD-WAN with Ipanema

Spanish medical group adopts Infovista solution to dynamically orchestrate application performance over its WAN.

About Grifols

Grifols is a major Spanish healthcare company, recording annual revenue of 4 billion euros in 2016. Present in more than 100 countries worldwide, the company operates from its headquarters in Barcelona, Spain. Managing a network of more than 180 plasma donation centers in the United States, Grifols is a leader in plasma collection and plasma product manufacturing.

Founded in 1940 by Dr. Josep Antoni Grífols Roig, the company employs approximately 17,000 people in 30 subsidiaries around the world. In 1950, his son José Antonio Grífols Lucas developed plasmapheresis technology, through which plasma is collected while other blood components (platelets, white blood cells and red blood cells) are returned safely to the donor.

Grifols is an international company specializing in the research, development, manufacture and marketing of solutions focused on transfusion medicine, hemostasis, and serological test reagents for clinical laboratories, blood banks and transfusion centers.

These products are made from human plasma, a substance rich in essential proteins, and are destined for serious burn victims, immunocompromised persons or those suffering from rare diseases.

In 2011, Grifols bought its U.S. competitor Talecris for 3.3 billion euros, doubling its size and becoming the third largest company in the blood plasma-derived products sector, behind Baxter and CSL, with approximately 22% market share.

CHALLENGES

Like all companies, regardless of their line of business, Grifols is impacted by digital transformation. As a result, three years ago the Spanish Group decided to capitalize on the Cloud.

COMPANY

- **Medical and Pharmaceutical Group**
- **Presence in 100 countries**
- **Approximately 17,000 employees**
- **4 billion euros revenue in 2016**

Initially, "In-house" applications did not require much bandwidth. This is no longer the case with Cloud applications, especially as Grifols uses video for questionnaires sent to donors for plasma collection.

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These Cloud applications, which are particularly performance-sensitive, must meet an availability rate close to 100%. The confidentiality of donors' data is also a critical aspect.

The other challenge for Grifols is the donor experience in its centers. "Donors are present in our centers for 90 minutes on average. It's a question of minimizing this presence time, but also offering them the best possible experience", says Josep Sans, Global Network Manager at Grifols. At the rate of

an average 26,500 donations a day, this is a major challenge.

To address this, the Group is streamlining the process by enabling Wi-Fi in its centers. This provides wireless access to tablets used by the operators responsible for collection and allows digital applications to be adopted, leading to the gradual elimination of the legacy paper-based system that had been in place. 20% of the process has already been digitized.

OUR SOLUTION

Grifols has been using Ipanema for five years. Previously, the solution was used to manage the quality of service for the applications, and, later, to accelerate application traffic. Today, it is being deployed as an SD-WAN solution. Grifols has adopted a hybrid approach, based on an MPLS (MultiProtocol Label Switching) infrastructure and the global Internet.

After a pilot project, Grifols deployed its SD-WAN network in Spain (12 sites) with British Telecom. Migration has also started in the U.S. and is expected to be completed in the summer of 2017. The rest of the world will follow in the last quarter of the

year. If the hybrid approach (MPLS and Internet) is maintained, Grifols will adopt different strategies for each country according to the type (cable, fiber, etc.) and cost of public infrastructure. The new version of the Ipanema solution allows this progressive evolution towards SD-WAN.

BENEFITS

Grifols uses SD-WAN to organize each application flow dynamically and in real-time on the network, delivering the best quality of service. Any decline in quality is reported through monitoring, fully integrated in the Ipanema solution. The issue is crucial, especially on the other side of the Atlantic, where Grifols carries out its plasma collections in more than 180 centers. The quality of service delivered to donors must be impeccable.

> "Dynamically orchestrating the performance of our business applications over our WAN, which is made possible by Ipanema, Infovista's Application Aware SD-WAN solution, is one of the pillars of our digital transformation. It allows us to improve the experience of donors while controlling our operating costs."
>
> Josep Sans, Grifols, Global Network Manager

As a multi-site company, Grifols must also be able to minimize and manage any performance degradation of its critical applications, and continuously guarantee the interconnection between the four data centers in Spain and the United States, as well as other remote sites. "The worst thing for a network manager in the event of an incident is to be unable to identify where the problem is occurring", says Josep Sans. "From the MPLS? From the public Internet? From where?" His objective is to eliminate 75% of the network incidents that have a negative impact each month.

Another, not insignificant advantage, is that SD-WAN allows dynamic management of the bandwidth and therefore optimization of costs. By permitting the rapid deployment of new networks, Infovista's SDWAN solution is also supporting the growth of the Group.

The next step for Grifols - scheduled within the next 18 months - will be the transition to virtualized network functions (NFV Network Functions Virtualization) to create on-demand communications services.

CHALLENGES
- **Supporting the transition to SaaS solutions that consume bandwidth**
- **Improving donor experience by reducing waiting times at collection centers**
- **Ensuring maximum WAN availability**
- **Securing sensitive donor data**

CHOICE OF IPANEMA
- **Visibility of application service quality and traffic acceleration**
- **Scalable solution for progressive migration to SD-WAN**

BENEFITS
- **Optimal user experience**
- **Increased network reliability and ease of operation**
- **A hybrid network that meets business QoS requirements while also reducing telecom costs**
- **Increased flexibility in terms of migrating the IT system to the cloud**
- **Keeping network costs under control**

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About Infovista

Infovista, the leader in modern network performance, provides complete visibility and unprecedented control to deliver brilliant experiences and maximum value with your network and applications. At the core of our approach are data and analytics, to give you real-time insights and make critical business decisions. Infovista offers a comprehensive line of solutions from radio network to enterprise to device throughout the lifecycle of your network. No other provider has this completeness of vision. Network operators worldwide depend on Infovista to deliver on the potential of their networks and applications to exceed user expectations every day. Know your network with Infovista.