



CASE STUDY

With all-in-one Infovista’s solution, SGS guarantees the savings on its international network

Company

SGS is the world’s leading inspection, verification, testing and certification company. Recognized as the global benchmark for quality and integrity, SGS employs over 55,000 people and operate network of more than 1,000 offices and laboratories around the world.

Established in 1878 SGS consists of 10 business segments (Agricultural services, minerals services, oil, gas and chemicals services, life science services, consumer testing services, systems & services certification, industrial services, environmental services, automotive services, governments & institutions services) operating across 10 geographical regions. SGS helps enterprises all over the world operate in a more sustainable manner by improving quality and productivity, reducing risk, verifying compliance and increasing speed to market.

**“ The solution does what it says on the box. ”**

David Dodds  
Global Network & Security  
Manager, SGS

**CHALLENGE**

SGS’s network connects 800 sites into 10 regions, with MPLS Core network and IPSEC sites. 40,000 people are using the network for 50,000 employees.

Their main applications are: Tradeworks based on HTTP, Certnet based on RTP, Exchange, Bluefile, CCLAS (Citrix) and lot of Citrix traffic. Some of them are centralized mainly in Geneva.

SGS' main challenges were to:

**OBTAIN MORE VISIBILITY AND PROACTIVE NETWORK MANAGEMENT.**

Increasing deployment of centralized applications requires greater visibility and stability of performance across the network. Furthermore SGS had a limited visibility of network traffic. It was technically not possible to investigate the IP accounting information that passes through the routers because of overhead. Due to this, SGS was not in a position to pro-actively monitor its network's performance problems. Furthermore, standard service provider's monitoring tools look at availability and response times on an overall basis only. Faults are increasingly performance related and difficult to trace when there is no "outage".

**GUARANTEE THE APPLICATION PERFORMANCE MAINLY THE FINANCIAL SYSTEM ORACLE AND TRADEWORKS.**

Business groups expect their traffic to be prioritized, but this can result in worse performance if application profiles are not fully understood. The difficulty was also to find a unified way to deal with these problems. This couldn't be solve by the various optimization solutions already in use (Peribit for compression, Packeteer for traffic shaping, fineground for acceleration).

**GENERATE SAVINGS AND AVOID BANDWIDTH UPGRADES:**

- Save 68% of bandwidth for Tradeworks.
- 22% for the other compressible applications.
- 10% for MS Exchange, 25% soon with disk-based compression.

**AT A GLANCE  
BUSINESS SECTOR**

- Inspection, verification, testing and certification company.

**THE COMPANY**

- More than 1,000 offices and laboratories around the world.

**CHALLENGES**

- Obtain more visibility and proactive network management.
- Guarantee the application performance, mainly the financial system Oracle and Tradeworks.
- Secure the application centralization.
- Generate savings and avoid bandwidth upgrades.
- Save 68% of bandwidth for Tradeworks.
- 22% for the other compressible applications.
- 10% for MS Exchange, 25% soon with disk-based compression.

**WHY CHOOSE INFOVISTA**

- All in one solution for a global management of the international network.
- Autonomic networking system.
- High level reports on applications use and performance.

**Bandwidth upgrades were a typical way to deal with performance problems but it's very expensive and don't necessarily solve the problem.**

**CHOOSING INFOVISTA**

**INFOVISTA (FORMERLY IPANEMA) MET ALL THE SGS REQUIREMENTS: A "ALL IN ONE SOLUTION" WHICH WOULD PROVIDE:**

- Monitoring at application level (with pro-active alerting ).
- Full range of optimization functions: bandwidth allocation (shaping), compression, acceleration, caching (for wide area file service functionality).
- Traffic prioritization configurable by application.
- Ability to re-charge network costs according to the volume/priority of traffic.

**THE INFOVISTA SOLUTION WAS CHOSEN BECAUSE IT CAN:**

- Identify and deal with application performance problems more quickly and effectively.
- Identify such problems pro-actively.
- Produce detailed reports on bandwidth usage that the business is requested.

SGS expects a Return on Investment based on bandwidth Savings – however this is quite difficult to calculate. 15% is considered as a reasonable expectation based on provider's previous customer experience. The implementation of the solution was a mean of avoiding the costs of future bandwidth upgrades.

**PROVEN BENEFITS**

- **Comprehensive visibility over the usage and performance of all applications.**
- **No more end-users complaints on application performance.**
- **Bandwidth savings.**
- **15% of telecom cost reduction and cost avoidance of future upgrades range of 60%, for Tradeworks in the range of 45%.**

Infovista (formerly Ipanema) develops next-generation solutions for enabling large enterprises to have full control and optimization of their global network; private cloud, public cloud or both.

The Application Aware SD-WAN System unifies performance across hybrid networks. It dynamically adapts to whatever is happening in the traffic and guarantees constant control of critical applications. It is the only system with a central management and reporting platform that scales to the levels required by Service Providers and large enterprises. With solutions used extensively by many of the world's largest telecom providers and enterprises across business and public sectors, Infovista (formerly Ipanema) controls and optimizes over 100,000 sites among 1,000+ customers.

**OBSERVED BENEFITS**

Comprehensive visibility over the usage and performance of all applications through detailed reports.

During the first implementation phase, the Infovista (formerly Ipanema) Solution has demonstrated its ability to report on:

- Global network usage
- Per site network usage
- Global application split
- Per site application split
- Quality indexes (application behavior)

**NO MORE END-USERS COMPLAINTS ON APPLICATION PERFORMANCE**

With Infovista (formerly Ipanema), SGS can guarantee the application performance and the end-users experience anywhere, anytime. The centralization of the applications is no more a problem for the users.

**BANDWIDTH SAVINGS AND 15% OF TELECOM COST REDUCTION**

Thanks to Application Aware SD-WAN, SGS has identified some immediate savings in bandwidth:

- Bandwidth savings for Messaging traffic are 20 to 25%.
- Bandwidth savings for Sharepoint traffic are in the range of 60%.
- Bandwidth savings for Tradeworks are approximately of 45%.

Application Aware SD-WAN enables any large enterprise to institute WAN Governance for aligning and automatically managing WAN performance according to business objectives. Infovista (formerly Ipanema) solutions guarantee business application performance and continuity in a cloud computing world—anytime, anywhere. Using Infovista (formerly Ipanema), enterprises:

- **Enable Cloud-Ready Network**
- **Guarantee user experience**
- **Accelerate business applications**
- **Unify hybrid networks**
- **Save on IT costs**

## 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.