



CASE STUDY



Critical applications performance is guaranteed cost effectively

About Sibelco

Sibelco is a Belgian family owned industrial minerals company which has grown into a truly multinational business. It has about 228 production sites in 41 countries with a team of around 10,000 people which extract and process a broad range of non-metallic industrial minerals like quartz, cristobalite, nepheline syenite, plastic clay, and olivine. Sibelco Europe has 25 business units in Europe with about 145 sites. They deployed Easynet’s Smart Application Assurance (SAA) Service powered by Ipanema to cost effectively protect business applications performance.

CHALLENGES

1. Protect performance for top on-premise business applications like ERP - Infor M3 and Cloud Applications like SF.com CRM

The number of deployed applications like Citrix, Tandberg and SaaS strongly increased the networks complexity and put other business applications at risk.

Sibelco’s European employees use centralized applications to do their job. Bad application performances can have a strong impact on their productivity, which Sibelco can’t afford.

2. Find a cost effective way of managing small branch offices (60% of the global network)

60% of the European sites are very small branches with very expensive connections. Due to budget constraint, finding an easy way to deliver cost efficient application performance to all the sites was crucial.

3. Secure Tandberg (Cisco) voice and video performances

As Sibelco’s offices and production are spread out worldwide they had high travel costs. New budget constraints meant they needed to find a way to reduce them. The most obvious solution was to use a UC solution. The expected benefits were improved productivity, collaboration, team efficiency and customer focus, while reducing costs. However, this investment could be at risk if there was no user adoption and therefore excellent end-users experience.

4. Take advantage of MPLS + Internet hybrid network

The majority of the 145 sites in scope are in hard to reach locations using mainly expensive Internet links. One of Sibelco’s objectives was to be able to deliver to the users excellent business applications performance over MPLS and Internet without a costs explosion.



5. Manage end-user applications

End-users are using more and more cloud applications for their own purpose. These applications are not the corporate standard and are not managed by the ICT department. This shadow IT is becoming a growing issue in terms of complexity and management, putting business-critical applications at risk. Sibelco wanted to be able to clearly identify and control all the applications using the network, to first prioritize top critical applications against less critical ones.

CHALLENGES

- **Protect performance for top onpremise business applications like ERP - Infor M3 and Cloud Applications like SF.com CRM**
- **Find cost effective way of managing small branch offices (60% of the global network)**
- **Secure Tandberg (Cisco) voice and video performances**
- **Take advantage of MPLS + Internet hybrid network**
- **Manage end-user applications**

CHOOSING IPANEMA & EASYNET

1. Guarantee Infor M3, SF.com, Citrix and Tandberg performances against less critical applications

Sibelco chose Ipanema and Easynet as they were the best solution to protect the performance of their critical applications. By dynamically aligning performances to the defined objectives, Ipanema protects business apps whatever the complexity of the traffic.

2. Deliver clear visibility on applications to replace time consuming and complex network centric reports delivered through CoS

The applications centric reports delivered by Ipanema and Easynet allow having a bird's eye view on the network traffic in the global network. CoS reports are very technical and network centric. They don't help to control the endusers Quality of experience and applications performance. Ipanema and Easynet deliver high-level reports on usage and performance of applications in real-time, globally and per site, and use color-coded KPIs to communicate indisputable SLA results to internal customers.

3. Dynamically use all the available resources over a hybrid network (MPLS + Internet)

Ipanema and Easynet dynamically manage application performance over hybrid networks according to the traffic, the applications characteristics as well as their criticality for the business. By leveraging MPLS's strength and high capacity with the low cost of Internet, the Quality of Service delivered to the endusers is excellent, wherever they are located whether it be the datacenters or the

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Kris Wuytens, Sibelco, Network & Communications Architect



small branch offices. Thanks to this optimal use of available network resources, the business continuity is maximized, the bandwidth upgrades are avoided and so the costs reduced.

4. Manage branches cost effectively

Ipanema’s ultra-compact Nano boxes are tailored to provide full application control with unmatched price/performance ratio in broadband branch offices.

5. Smart Application Assurance managed service by Easynet

Easynet’s Smart Application Assurance (SAA) service enables to monitor, control, prioritize, and maximize the value the key applications deliver.

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- Manage branches cost efficiently
- Smart Application Assurance managed service by Easynet

OBSERVED BENEFITS

1. Business application performances are guaranteed and Mean Time to Innocence is divided by 3

Sibelco’s IT department can now decide application performance objectives according to the business criticality of each application. Thanks to these application performance objectives, they can guarantee business critical applications performance, protecting them against less critical applications. With the proactive alerting, application SLAs dashboards and detailed reports, they have been able to regain control of their applications over the network. They strongly accelerate the delay to solve application performance issues and prevent application performance problems before they impact the end-users.

Sibelco’s end-users really have seen an improvement in their Quality of Experience.

“Should performance dip, our service teams can identify this before there is significant impact to

Sibelco’s business allowing IT teams to be proactive.” Says **Kris Wuytens, Network & Communications Architect.**

2. IT transformations delivered 3 months faster

The IT department has regained control over their worldwide network and is now able to plan and adapt to any new IT transformations coming from the business and the users (VDI, SaaS or UCC). They can roll out new transformations 3 months faster than before and anticipate their impact on the network. Sibelco’s IT department is also able to provide simple KPIs to manage application SLAs and ease

OBSERVED BENEFITS

- Business application performances are guaranteed and Mean Time to Innocence is divided by 3
- IT transformations delivered 3 months faster
- Maximized business continuity over the hybrid network



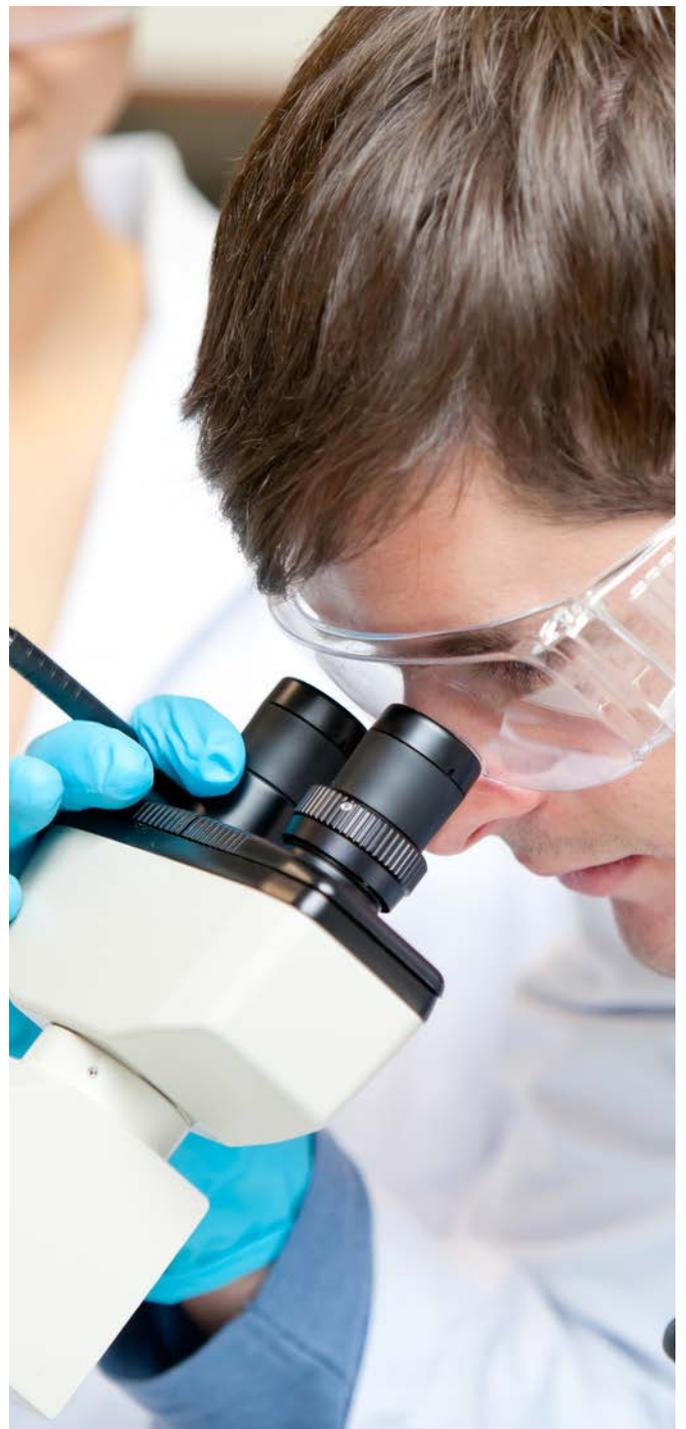
communications with business managers. They found the perfect trade-off between IT sizing and application performance, significantly optimizing existing investments and avoiding exponential costs increase.

3. Dynamically use all the available resources over a hybrid network (MPLS + Internet)

By unifying its hybrid network into a single logical network, Sibelco ensures the optimum usage of each available path between sites and maximizes the delivered performance and continuity.

ABOUT EASYNET (NOW PART OF GTT)

At Easynet, before any mention of a network or hosting solution, we take care to understand your business. This approach has seen Easynet bring new energy to blue chip enterprises and public sector organizations since 1994. In an increasingly demanding environment, we help our customers achieve their business ambitions to be more competitive and successful.



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.