

CARGOLUX AIRLINES

CARGOLUX AIRLINES IN LUXEMBOURG USES RIVERBED STEELCENTRAL TRANSACTION ANALYZER FOR TROUBLESHOOTING LAN-BASED AND WAN-BASED APPLICATION PERFORMANCE

“Instead of trying to resolve a problem by blind searching, our approach is more professional with Riverbed’s SteelCentral solutions. We now investigate the problem end to end, which helps us take care of the equipment affecting applications response time.”

Benoit Bertin, network manager, CHAMP Cargosystems, Cargolux

Cargolux, based in Luxembourg, is Europe’s largest all-cargo airline, operating a modern fleet of 13 B747-400 freighters on a worldwide network, covering 90 destinations, 50 of which are served on scheduled all-cargo flights. The company has more than 85 offices in more than 50 countries and also offers an extensive trucking network to more than 50 destinations in Europe and the U.S., as well as charter and aircraft maintenance services.

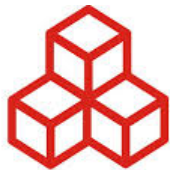
CHAMP Cargosystems™ was established by Cargolux Airlines International S.A. in January 2004 to automate the business of air cargo. Designed for professional logistics providers, it is a comprehensive set of software modules that manages sales, operations, finance, and communications.

OBJECTIVES:

CHAMP’s engineering team identified the following areas where their current capabilities were lacking:

- Diagnosing performance problems on new and existing applications
- Validating network changes in the lab environment before going into production
- Planning bandwidth upgrades

“In the past, when problems occurred, CHAMP’s engineering team had to investigate step by step, each part of the network environment in order to find a root cause of a problem,” said Benoit Bertin, network manager at CHAMP.



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SOLUTIONS:

Having reviewed the marketplace, CHAMP decided to implement Riverbed® SteelCentral™ Transaction Analyzer to help them with the diagnosis, validation, and planning of their infrastructure. Especially interesting was Transaction Analyzer's ability to analyze Citrix® performance. Performance of networked applications depends on complex interactions among applications, servers, and networks. Transaction Analyzer provides IT organizations with a detailed, quantitative understanding of these interactions to troubleshoot and deploy applications efficiently and cost-effectively.

Riverbed has enabled the engineering team to quickly put the finger on the root-cause of the performance problems, which they can then resolve. Within the first few months of using SteelCentral, some highlights include:

- 80% faster application problem isolation
- 70% reduction in performance-related helpdesk trouble tickets
- 90% improvements to select application response times

By the end of the year, CHAMP's engineering team is planning to use Riverbed solutions to optimize capacity planning for their WAN, LAN, and UNIX servers.



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