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IN BRIEF

Industry
» Logistics, Transportation

Challenges
» Improve application response time and increase application and network visibility

Solution
» 71 Riverbed Steelhead appliances
» Steelhead Mobile
» Central Management Console (CMC) and Steelhead Mobile Controller (SMC)
» Riverbed Cascade

Benefits
» Five-fold reduction in bandwidth utilization for Sybase databasefour
» Centralized Lotus Notes email application
» Reduced administrative and maintenance overhead
» Speed of shipping application improved by factor of five
» 40 times improvement for application for managing output (eProd)

FM Logistic

International logistics contractor deploys Riverbed solutions to reduce bandwidth, centralize its distributed applications and manage application and network performance.

International logistics provider FM Logistic (fmlogistic.com) manages and delivers packaging and distribution services for warehouses. FM Logistic provides global supply chain optimization for industrial companies and distributors.

FM Logistic has a workforce of 14,177 and € 807 million in revenue. Revenue streams are 57% warehousing and handling activities, 29% transport, 11% co-packing and co-manufacturing and 3% supply chain management. FM also accounts for 2,400,000 square meters of warehouse space, 900 million packs assembled, 200 million consumer units produced, 500 million parcels prepared and 1,300,000 deliveries each year.

FM Logistic's customers include manufacturers from the agro-food, DHP, health, and high-tech sectors, as well as consumer goods giants and large retailers.

FM Logistic also acts as NG Concept Engineering, specializing in design and construction of buildings, and FM2i, a subsidiary specializing in design and implementation of innovative logistics solutions for optimizing supply chain execution and management operations between manufacturers and retailers.

Challenge: Improve application performance, while providing application visibility

The network team at FM Logistic—Michel Boulay, Loic Kieffer and David Klancar—faced a myriad of problems: an overloaded network, slow application performance and a lack of application visibility. They had four primary goals: simplify IT administration, improve application response time for users, reduce bandwidth utilization, and increase application and network visibility.

Michel Boulay, network manager, explains, "Many employees had noted over time that some applications had become very slow. As a result the network team identified six main applications that needed to be optimized, namely, CIFS for file sharing, SAP, Sybase, Lotus Notes, as well as intranet and Internet application files.

"Many employees had noted over time that some applications had become very slow."

Solution: Riverbed solutions improve application performance, and application and network visibility

FM Logistic launched a proof-of-concept study to rate solutions for optimizing IT performance from four suppliers: BlueCoat, Ipanema, SilverPeak and Riverbed Technology. To choose the one supplier that best responded to FM Logistic's needs, the selection phase included optimization and performance tests, as well as user experience ratings. Nearly 80 selection criteria were identified to make sure the solution would provide continuity over the long term as well as make management easier.

The testing team identified five main areas for comparison. Providers were rated on performance, features, IT management, visibility and network security.

After reviewing the POC study results, FM Logistic selected Riverbed®, putting 71 Steelhead® appliances into service to optimize FM Logistic's wide area network (WAN), with Cascade® providing end-to-end visibility for strategic enterprise applications.

"Performance is what put the Riverbed appliances ahead of the competition," states Boulay. "We noticed major improvements for Lotus Notes, Sybase and Internet applications. What's more, Riverbed was really the only one that knew how to optimize Citrix flow. Indeed, during testing,

> ## "Performance is what put the Riverbed appliances ahead of the competition."

Riverbed proved to be 20% more efficient than BlueCoat in terms of reducing the bandwidth used by Lotus Notes."

The first installations were conducted by FM Logistic remotely using Riverbed's Central Management Console (CMC). Implementation worked as expected and deployment on FM Logistic's MPLS network proved equally straight forward across 13 countries, including France, Italy, Russia and several Eastern European countries.

Benefits: Reduced bandwidth and faster access to applications, paired with end-to-end network visibility

"Some applications had always been slow. But with Steelhead appliances installed, they've become more usable," notes Boulay.

In terms of results, FM Logistic first noted a five-fold decrease in the amount of bandwidth used by Sybase (an 80% reduction). In addition, e-mail could be centralized thanks to IT network improvements. Boulay also noted improved user satisfaction when using the Chainware application for shipping: "Previously a single user could spend up to 10 minutes recording a shipment in Chainware. Now, four people can connect at the same time and the job completed in two minutes.

> ## "Now, four people can connect at the same time and the job completed in two minutes. That's 20 times faster!"

That's 20 times faster!" And numbers from the Riverbed Central Management Console also reveal that eProd, a line-of-business application for managing output, now runs 40 times faster.

FM Logistic's network expert is pleased with the choice, and is planning to deploy the Steelhead Mobile solution on every workstation to provide mobile employees with LAN-type access to files and business applications no matter where they are based.

About Riverbed

Riverbed delivers performance for the globally connected enterprise. With Riverbed, enterprises can successfully and intelligently implement strategic initiatives such as virtualization, consolidation, cloud computing, and disaster recovery without fear of compromising performance. By giving enterprises the platform they need to understand, optimize and consolidate their IT, Riverbed helps enterprises to build a fast, fluid and dynamic IT architecture that aligns with the business needs of the organization. Additional information about Riverbed (NASDAQ: RVBD) is available at **www.riverbed.com**.

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SUMMARY

FM Logistic's IT infrastructure had grown over time resulting in poor application performance. The company wanted to speed up access to critical enterprise applications and centralize e-mail without negatively impacting employee productivity. FM Logistic installed 71 Riverbed Steelhead appliances in 13 countries, together with its Cascade solution to improve application performance, and application and network visibility. The company noted that critical applications ran up to 40 times faster and that bandwidth utilization improved by 75-80%.

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