

## NPS GROUP

**NPS Group selected Teneo and saved over £600K in bandwidth costs.**

NPS is a national organization, delivering property services to both public and private sector clients across the UK. The companies within NPS Group are wholly owned by the public sector, with partner authorities enjoying a share in the companies' success.


With over 30 offices across the UK, NPS specializes in architecture, building, surveying, asset management, estate planning, consultancy, project management and archaeology.

Over 2,500 employees at NPS use over 115 applications from basic office suites to intranet and web based applications. Professional applications include AutoCAD, 3D Studio Max, Sketchup, Hevacomp, CSC Structural, NBS and Catopro. Mapping applications include Autodesk Map, MapGuide and Google Earth. Microsoft Office Suite applications include Office, SQL and Email. Internet based applications include standard HTML web pages, .NET applications, Time Management and IT Management software.

The main types of traffic include RTP (IPT), streaming media, HTTP/S, SQL, active directory, CIFS (file transfers) and email.

### THE CHALLENGE: OPTIMIZE TRAFFIC AND ENABLE ACCELERATED ACCESS TO CONSOLIDATED DATA

In 2007, NPS was going through a period of rapid growth at a rate of 30% per annum with a turnover exceeding £60m. Shaun Morgan, at the time Northern Data Centre Manager & Kevin Pawsey, former Senior Network Analyst, took up the story.



***"Our rapid growth meant we had to look at ways of providing all the services and numerous applications that were required, without the cost of installing additional servers. Every server incurred an overhead not just in terms of the servers themselves but the cost of additional hardware, software and IT manpower," said Shaun.***

NPS needed to restructure and consolidate IT infrastructure. However, users were already experiencing slow application speeds and consolidating IT would exacerbate these problems. Without a solution in place, requests could result in congested networks, diminishing application performance, and frustrated users.

Increasing bandwidth was one option but it didn't solve latency problems and was prohibitively expensive. The annual spend on WAN was around £220K and was set to increase as new offices were commissioned.

NPS researched WAN Optimization and the technologies available including Cisco WAAS, Blue Coat and Riverbed's SteelHead solution.

"As we already used a lot of Cisco solutions we initially thought this might be the logical technology to go for but it just couldn't deliver what we were looking for. Blue Coat's solution was very expensive and again couldn't do everything that Riverbed's SteelHead technology was capable of," noted Shaun.

"Cisco was really expensive and Riverbed SteelHead seemed like a much more impressive technology. We therefore decided to pilot Riverbed SteelHead appliances," remarked Kevin.

### INDUSTRY

- Property Consultants

### CHALLENGE

- Support centralization and consolidation of servers
- Optimize application performance
- Return a strong ROI

### SOLUTION

- Rollout of Riverbed's SteelHead WAN Optimization solution to main sites and 4 Data Centers

### BENEFITS

- £600k bandwidth savings
- 10-15 times improvement in performance
- An end to user frustration

NPS turned to Teneo who recommended a pilot project across the slowest VPN sites in Kendal to get an idea of the impact that the appliances could make to the organization as a whole.

Riverbed SteelHead appliances accelerate application performance typically by five to 50 times and in some cases up to 100 times over the WAN, and reduce WAN bandwidth utilization typically by 60 to 95%.

***“The results from the pilot were immediately positive, clearly demonstrating the performance needed to move to a consolidated infrastructure. The dramatic improvement in performance enabled us to back up servers overnight. Users felt as if they were getting the performance of a local infrastructure.”***

A business case was put together showing two options available. Option one was to increase bandwidth and WAN services to allow for the extra traffic. WAN costs for three new offices would run at approximately £60K and would require an additional £250K in increases to bandwidth.

Option two was to create a Data Centre mentality enabled by the SteelHeads' optimised application performance and watch the budgets remain stable. With SteelHeads in place, three new offices would cost around £50K (including the investment in the SteelHead technology).

With this option, there would be no increase in WAN bandwidth, saving £210K. If the SteelHeads could optimize the network on average 10 or 11 times, multiplying the WAN pipe by a factor of 10, NPS calculated that it would save over £600K.

## **SOLUTION: TENEO DEPLOYS WAN OPTIMISATION SOLUTION**

Riverbed SteelHead appliances offered a practical, cost effective

solution enabling IT infrastructure to be consolidated. NPS next needed to choose the right partner, and they wanted one that was a long standing trusted provider of Riverbed.

“Teneo offered a good price, although that wasn't the reason why we chose them. We chose Teneo because of their value add. Teneo offered the best services and support and there is a lot of integration between Teneo and Riverbed. Teneo had the skillset needed to become our Riverbed partner of choice,” said Shaun.

## **THE BENEFITS: ACCELERATED APPLICATIONS, LOWER COSTS AND SIMPLE IT MANAGEMENT**

“IT became simplified, more versatile, with substantially improved business delivery of systems. The SteelHeads optimised the network up to 35 times and on average 10 or 11 times. If you multiplied the WAN pipe by a factor of 10 this gave approximately £600K of savings as a conservative estimate. There was no way we could get a 100 Mbps pipe at these prices. The appliances not only got the job done but were easy to quantify to directors using reporting from the Riverbed SteelCentral Controller for SteelHead unit,” noted Shaun.

“We use a lot of AutoCAD drawing files which were nightmarishly slow. Riverbed increased performance by 1015 times,” added Kevin

NPS now have a scalable IT infrastructure. Staff are equipped with workable IT enabling them to provide a quality service to customers.

***“The support services offered by Teneo, were second to none. They have a friendly, helpful technical team who I was able to ring up and do a ‘sanity check’ when faced with an issue. When we've needed to use Teneo to troubleshoot, it was all hands to the decks.”***

## **Teneo provided excellent support services**



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