

DIMON Incorporated: Speeding Application Response Times Over Satellite and VPN Links

**Business Profile:**

DIMON is the world's second largest independent leaf tobacco merchant, with 3,700 employees, operations in more than 40 countries, and fiscal year 2003 revenues totaling \$1.3 billion.

Industry:

Tobacco

Challenges:

DIMON has VSAT satellite and VPN links ranging from 32- to 256-Kbps to connect its global operations. The WAN had the capacity to handle DIMON's traffic, but latency was a significant problem as global users complained about timeouts and slow responses when using web-based applications.

Solution:

DIMON deployed Juniper Networks WX™ 20 and WX 50 application acceleration platforms at 38 locations. Juniper Networks' Packet Flow Acceleration™ (PFA™) technology improved application response times up to 100 percent.

Benefits:

The Juniper Networks solution dramatically improved web-based application response times, thereby eliminating user complaints and increasing productivity.

Company:

DIMON Incorporated (NYSE: DMN) is the second largest independent leaf tobacco merchant in the world, with annual revenues from tobacco sales and related services totaling over \$1.3 billion. Engaged primarily in purchasing, processing, storing, and selling leaf tobacco, DIMON employs approximately 3,700 full-time employees worldwide.

Customer Challenges:

Serving remote locations scattered across several continents, DIMON's WAN connects the company's North Carolina data center with 38 other locations around the world, using VSAT satellite and VPN links ranging from 32- to 256-Kbps. DIMON also runs private line and Frame Relay links with speeds up to T1 and E1. While the WAN has the capacity to handle DIMON's traffic, latency has been a significant problem for users running web-based financial, order entry, and logistics applications. In some cases, application screens were taking two to three seconds to load, and in others, the applications would simply time out at the server due to transmission delays.

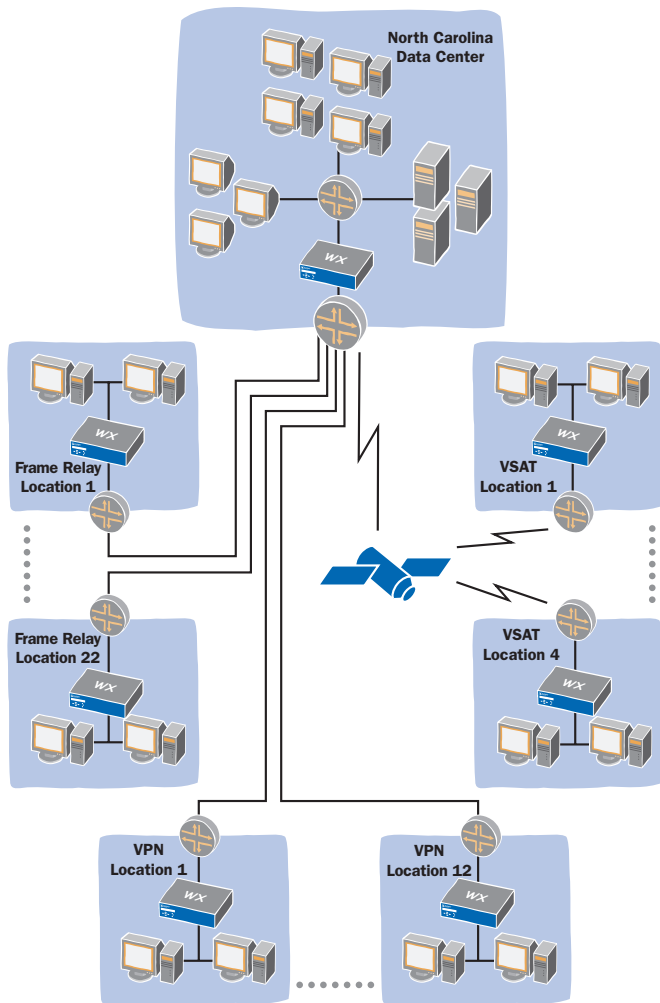
Juniper Networks Solutions:

DIMON installed Juniper Networks WX 50 and WX 20 application acceleration platforms on a trial basis between its North Carolina data center and a satellite-linked office in Lilongwe, Malawi. The equipment immediately eliminated connection setup times and improved application response times

"Our international users were complaining about waiting two or three seconds to make connections with our data center. Juniper Networks has eliminated many application performance issues and dramatically improved response times."

Bill Pappas
Vice President and Chief Technology Officer
DIMON, Inc.

by up to 100 percent. Using the Juniper Networks' WX Central Management System™ (CMS™) to simplify configuration, DIMON then rolled out the WX platforms to all other locations around the world.



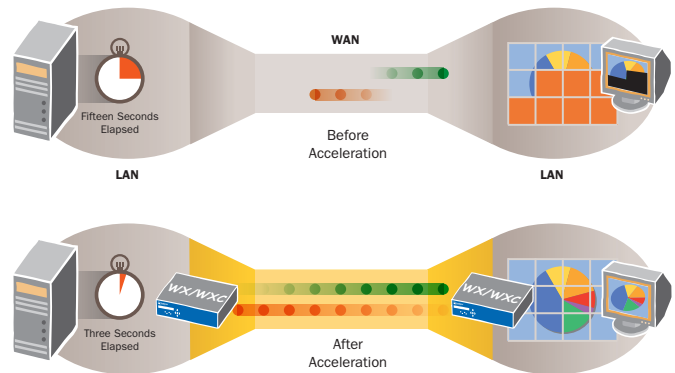
DIMON Inc. installed a Juniper Networks WX 50 application acceleration platform in its North Carolina data center and placed WX 20 platform in 38 remote offices.

Alternatives Considered:

DIMON knew about Juniper Networks from an earlier evaluation, when the company tested WX application acceleration platforms with Molecular Sequence Reduction™ (MSR™) technology. They didn't buy at the time because it had no capacity problems. When Juniper Networks introduced PFA, however, the DIMON team knew that Juniper Networks had the answer to its application performance issues.

Juniper Networks Benefits:

The WX 20 and WX 50 application acceleration platforms are eliminating connection setup delays and dramatically improving application response times between the corporate headquarters and locations in Africa, Europe, Asia, Latin America, and elsewhere. Also, DIMON's weekly data replication times dropped from 36 hours to under 13 hours. Juniper Networks' plug-and-play installation allows the company to configure new WX platforms in North Carolina and then ship them to other offices for installation by local, non-technical personnel. DIMON plans to use Juniper Networks' QoS features to prioritize their critical financial web applications, (e.g., Web browsing).



DIMON Inc. is making Juniper Networks application acceleration platforms a standard part of its WAN infrastructure to eliminate connection setup delays and significantly improve the response times of distributed applications.



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