

IDEXX Laboratories: Juniper Networks Dramatically Improves Mission-critical Application Performance



Business Profile:

IDEXX Laboratories, Inc. is a worldwide leader in technology-based products and services for animal health.

Industry:

Healthcare

Challenges:

IDEXX has distributed operations with more than 30 sites around the world. WAN capacity is a critical issue since a database in Maine needs to be accessed from their warehouse in Tennessee. Similarly, IDEXX transmits electrocardiograms from New Jersey to Wisconsin. Purchasing additional bandwidth would cost \$3,000 per month.

Solution:

IDEXX installed four Juniper Networks WX™ 50 application acceleration platforms in Maine, Tennessee, Wisconsin and New Jersey, with future plans for international locations.

Benefits:

IDEXX increased the capacity of their WAN links by 2.5 times, which decreased application response time from 20 seconds to nine seconds instantly. They also saw reductions on their VoIP traffic.

Company:

IDEXX Laboratories, Inc. is a worldwide leader in innovative, technology-based products and services for animal health. The company's largest business is focused on companion animal health, combining biotechnology, medical device technology, and information technology to help veterinarians provide better medicine while building successful practices. Headquartered in Westbrook, Maine, IDEXX Laboratories employs more than 2,100 people and offers products to customers in more than 50 countries.

Customer Challenges:

IDEXX Laboratories supports distributed operations. Their headquarter data center is located in Maine and requires frequent access from their warehouse and shipping facility in Memphis. For example, every shipment from Memphis requires a database lookup to Maine to create a shipping label. This could take up to 20 seconds for the shipping clerk because the 256 Kbps frame-relay PVC was frequently congested. IDEXX also regularly transmits electrocardiograms from Wisconsin to New Jersey, congesting their 256 Kbps frame-relay PVC. The cost to upgrade their network links was over \$3,000 per month.

Juniper Networks Solution:

IDEXX first installed a WX 50 application acceleration platform in profile mode on the link between Maine and Tennessee. This showed sustained reduction rates of 60 percent with peaks above 75 percent. They moved to an

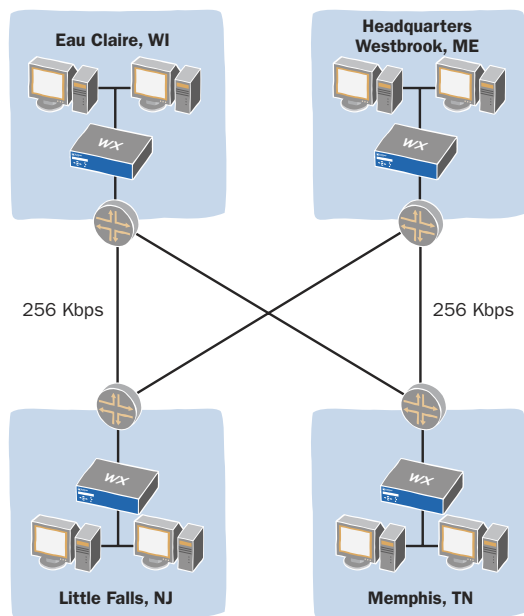
"Prior to purchasing the WX 50 products, our warehouse employees had to wait for a bar code reading application that was slow due to traffic-clogged links. Juniper Networks made a network upgrade unnecessary and the ROI was just a few months."

Rob Edwards
Senior Network Engineer
IDEXX Laboratories

inline installation that also included New Jersey and Wisconsin. The process was so simple IDEXX completed two installs on their own without help from Juniper Networks. The results were dramatic: a 2.5 times improvement in capacity on these congested links. They purchased the products five days later. They plan to add three more locations in the coming year.

Alternatives Considered:

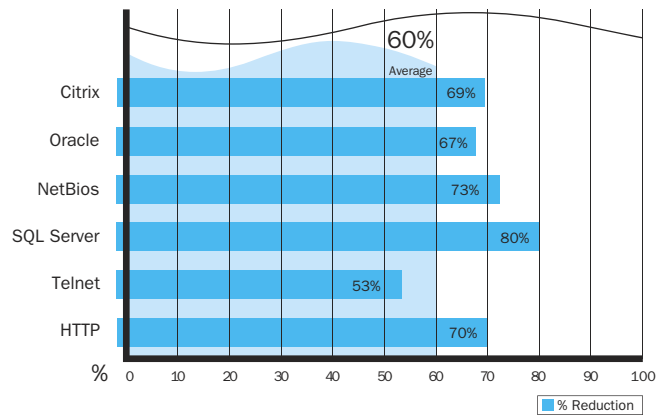
Rob Edwards, senior network engineer at IDEXX, considered rate limiting, but this added complexity, made his network harder to manage, and did not give him additional capacity. His primary concern with the Juniper Networks solution was proving that the WX 50 platform preserved data integrity without adding latency. A few days of inline operation proved that. The data arrived intact and there was no appreciable change to latency. Rob was also concerned about the impact on his VoIP trunk traffic. He tested the voice and verified that there was no impact. In fact, the performance increased by reducing the VoIP overhead by 30 percent.



IDEXX Laboratories deployed Juniper Networks WX 50 application acceleration platforms across four states, instantly increasing their WAN capacity by 2.5 times.

Juniper Networks Benefits:

IDEXX needed to increase capacity and stay within their IT budget. The Juniper Networks WX 50 platforms allowed them to decrease mission-critical application response times without increasing their monthly carrier expenses. They also appreciated the read-only level user access, enabling their help desk personnel to monitor the WX 50 devices without allowing them to change configurations. The switch-to-wire feature gave Rob the confidence he needed to deploy the WX 50 platform in his network



IDEXX Laboratories increased their WAN capacity over 2.5 times by reducing their backbone data traffic by 60 percent.



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