

# Fanning/Howey Associates, Inc.

Steelhead appliances improve throughput by over 40 times while reducing WAN traffic by 90%.



## Summary

### INDUSTRY

Architecture and Design  
Facilities Planning

### CHALLENGES

- Poor application performance
- High bandwidth costs
- Distributed Exchange servers

### SOLUTION

Riverbed Steelhead appliance

### ABOUT FANNING/HOWEY

Fanning/Howey Associates, Inc. (FHA) is the nation's top-ranked firm in educational facilities planning and design and operates out of 9 offices in 4 states. Nationally, the 300+ person firm has completed over 800 schools within the last five years, representing over \$5.6 billion in construction volume. Fanning/Howey's work spans the U.S.—from Alaska to the Florida Keys—as well as overseas.

**“The Steelhead appliances are the cure to our latency problems.”**

**- Tom Foreman, IS Manager**

### CHALLENGE

According to Tom Foreman, a 17 year veteran IS manager at FHA, they were facing a big challenge in delivering high quality services to their hundreds of distributed employees. “Our goal was to reduce the cost of our hub & spoke WAN without reducing its capability,” said Foreman. “We looked at several compression, file caching and WAN optimization products to see if they could help.”

Tom and his team knew that their typical T1 links to their remote offices, which had a CIR of 768 kbps and a burst to 1.544 Mbps) were only 33% utilized, yet their user community was constantly complaining. They determined after some internal investigation that the latency on their links was the culprit since it ranged from 30 ms to over 100 ms Round Trip Time (RTT).

### EVALUATION AND TESTING

“In the summer of 2004 we heard about Riverbed at a technology conference and arranged to do a 30 day trial of the product in our environment,” said Foreman. “We tested all kinds of applications, file types, and sizes and were very impressed. The product does what the company says. Essentially, it accelerated applications on our WAN by over 50 times - file transfers that used to take over five minutes can now be done in a few seconds.”

### EXCHANGE CONSOLIDATION

Faster file sharing wasn't all. FHA also wanted to consolidate their eight Microsoft Exchange servers from their remote offices into the data centers in order to reduce their costs, improve their data management, and reduce the headaches associated with managing eight distributed mail servers. “After deploying the Steelhead appliances, we realized we could finally consolidate our Exchange servers without affecting our users, which is a huge win for us.”

**“Both boxes were up and running in under 30 minutes.”**

**- Tom Foreman, IS Manager**

### SETUP AND DEPLOYMENT

“When we did our first deployment of two boxes in the ‘try and buy’ (the 30 day trial), both boxes were up and running in under 30 minutes with only a bit of over-the-phone help from Riverbed's technical support team. The follow-on rollout of the other Steelhead appliances was a breeze since they came pre-configured by Riverbed. We had filled out their site survey form to provide all the necessary information, so when they arrived we just turned them on and we were off and running.”



Riverbed Technology, Inc.  
501 Second Street, Suite 410  
San Francisco, CA 94107

415 247 8800 **Main**  
415 247 8801 **Fax**

[www.riverbed.com](http://www.riverbed.com)



## FAST PAYPACK AND HIGH ROI

“We expect a very fast ROI from deploying these products, in fact I expect to have full payback within six to nine months. The payback comes in several ways.”

- We get dramatically better performance from our core applications like AutoCAD.
- Since our architects can share files so much faster, they are less likely to maintain separate copies of projects which means that there's lower chance of rework.
- Our WAN traffic has been cut by 90%, which enabled us to successfully turn down our WAN from 768 kbps CIR to 256 kbps without affecting users.
- When we complete the Exchange consolidation project we will have lower costs associated with maintaining our Exchange applications.
- We are making a plan to consolidate some or perhaps all of our distributed file storage, which would further reduce our operational costs and improve our organizational efficiency.

“We are very pleased by our purchase of Steelhead appliances. We looked at a variety of caching, compression, and WAN optimization products on the market, but none of them delivered the application performance that Riverbed did,” said Foreman.

**“We expect a very fast ROI from deploying these products, in fact I expect to have full payback within 6 to 9 months.”**  
**- Tom Foreman, IS Manager**

## STEELHEAD APPLIANCES

Riverbed Technology's Steelhead appliances are the first IT infrastructure product that truly eliminates the WAN as an obstacle to achieving your IT goals. Whether you are focused on site consolidation or higher throughput and productivity, Steelhead appliances can help by improving throughput by up to 100 times.



Riverbed Technology, Inc.  
501 Second Street, Suite 410  
San Francisco, CA 94107

415 247 8800 **Main**  
415 247 8801 **Fax**

[www.riverbed.com](http://www.riverbed.com)