

Success Story

Beyond the Network...



With T-SYSTEMS' application-centric managed service, ABX LOGISTICS guarantees the application performance 24x7

The critical applications used by ABX LOGISTICS were plagued by performance problems. The company turned to T-Systems for its application-centric managed service.

AT A GLANCE

INDUSTRY

- Transportation

COMPANY

- 200 WAN connected sites,
- Group present in Europe, USA and Asia
- 8 000 employees.

CHALLENGE

- Implement a managed service based on application performance,
- Identify and understand performance problems,
- Guarantee critical application performance,
- Reduce telecom costs.

CHOOSING IPANEMA

- A business model linked to Tele-optimization and managed service by T-Systems,
- Ease of use linked to the service managed by T-Systems,
- Application SLAs.

OBSERVED BENEFITS

- 24x7 application performance guarantees,
- Full visibility of application usage and performance,
- Shared responsibilities,
- Easy cost control.

COMPANY



Operating in 100 countries and with a total staff of approximately 8,000 people, ABX LOGISTICS is one of the world's leading transport and logistics service providers.

ABX LOGISTICS has secured itself a place amongst the industry leaders in forwarding and logistics. It ranks in the Top 10 European transport organizers ("freight forwarders") and in the top 12 in the air & sea sector worldwide. Thanks to its strong position, it can offer customers the skills and competencies necessary to meet their

specific needs at more attractive prices.

"T-Systems services, based on Ipanema solutions, associated with a wide range of reporting options now give us a very precise view of how bandwidth is used by our different applications."

Luc Thésias,
IT Network Manager,
ABX LOGISTICS Group

CHALLENGE



ABX LOGISTICS has 250 sites in Europe, Asia and the USA. The MPLS network and related added-value services are supplied and managed by T-Systems in Europe and Asia. This network is also used for exchanging application data between the data centers and the group's branch offices.

systematically put down to network performance.

Initially, the statistics provided by T-Systems did not help ABX LOGISTICS to find out which applications were using up all the bandwidth at a given time. They therefore decided to implement an application performance management system coupled with the network. T-System installed the solution and provides full support.

ABX LOGISTICS regularly had response time issues that users

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CHOOSING IPANEMA



A one-month Ipanema “Any-to-Any” meshed traffic pilot was run in Spain. The Ipanema system was installed and configured at the Barcelona data centre and three connected sites. All the different applications were quickly identified, along with peaks in traffic flow. The initial analysis showed that the available bandwidth was more than sufficient for the applications and that overall network performance was good.

Optimization was then activated which gave network priority to

business applications. This resolved all the performance issues. The results clearly showed that the predefined performance criteria had been met, and ABX LOGISTICS decided to deploy the T-Systems/Ipanema solution globally using a Some-to-Any “light traffic mesh” configuration that matched the company’s infrastructure. Only the data centers are equipped with 10 of Ipanema’s ipengines, the 150 remote sites work in a “virtual” mode. This cost-effective configuration option was a key reason for the choosing Ipanema.

Ipanema enables any large enterprise to institute WAN Governance for aligning and automatically managing WAN performance according to business objectives. Ipanema solutions guarantee business application performance and continuity in a cloud computing world - anytime, anywhere.

Using Ipanema, enterprises:

▣ Guarantee user experience

Regardless of traffic or application mix.

▣ Accelerate business applications

Rapidly deploy business applications; dramatically reduce application response times for end users while automatically controlling traffic in real time.

▣ Unify hybrid networks

Hybrid [MPLS + Internet] networks become flexible assets that any enterprise can rely on for more effective business communications.

▣ Save on IT costs

Improve applications performance and continuity while substantially reducing IT costs, enabling enterprises to leverage their WAN for greater competitive advantage

▣ Enable global WAN Governance

Institute WAN Governance, so the WAN is coherent, predictable and aligned with business needs - driving higher levels of enterprise performance.

OBSERVED BENEFITS



Guaranteed Application performance, 24x7

After a one-week introductory phase, ABX LOGISTICS and its business units analyzed the results. With their agreement, priorities were set and they asked T-Systems to apply these priorities to the Ipanema system.

Full visibility of usage and performance profiles

Continuous monitoring and daily, weekly and monthly reports enable ABX LOGISTICS to ensure continuous user satisfaction.

“The frustration of having an application frozen on the screen is a thing of the past. Moreover, by continuously analyzing the bandwidth we can reduce costs by reducing the bandwidth. However this is a long-term goal as we have

to factor in the reality of seasonal variations in workload,” said Luc Thésias, IT Network Manager at ABX LOGISTICS Group.

Applications SLAs

“Today the SLAs only cover service availability, but our aim going forward is to work with T-Systems to define SLAs based on application performance. This way we will be able to invoice on the basis of actual application performance”, added Luc Thésias.

An easy-to-manage, economical business model

The invoicing model used by T-Systems enables ABX LOGISTICS to control and predict its costs.

