

Success Story

Beyond the Network...



AT A GLANCE

INDUSTRY

- ▣ Chemical

COMPANY

- ▣ 400 WAN sites,
- ▣ Group represented in 125 countries worldwide,
- ▣ 52 000 employees.

CHALLENGE

- ▣ Gain performance and full visibility on networked applications use,
- ▣ Simply guarantee the application performance,
- ▣ Guarantee the end-user quality of experience,
- ▣ Plan the bandwidth increase,
- ▣ Easily manage changes.

CHOOSING IPANEMA

- ▣ Global objective based management,
- ▣ System transparency,
- ▣ Advanced Visibility, Optimization and Acceleration functions,
- ▣ Management per end-user session.

OBSERVED BENEFITS

- ▣ Complete visibility on network use and delivered performances,
- ▣ Application performance guarantee,
- ▣ Rightsizing and easy capacity planning,
- ▣ Easily change management.

With Ipanema, Henkel optimizes WAN application performance across 400 sites

For cost and technology reasons, Henkel instructed its service provider, T-Systems, to convert the WAN to MPLS. They took advantage of the migration to review their network management. The idea was to go even further with the MPLS technology in terms of application performance visibility and optimization.

COMPANY



For more than 130 years, Henkel has been a leader in brands and technologies that make people's lives easier, better and more beautiful.

Henkel operates in three business areas - Home Care, Personal Care, and Adhesives Technologies - and ranks among the Fortune Global 500 companies. In fiscal 2006, Henkel generated sales of 12 740 billion euros and operating profit of 1 298 million euros. Henkel's 52 000 employees worldwide are dedicated to fulfilling their corporate claim, "A

Brand like a Friend," and ensuring that people in more than 125 countries can trust in brands and technologies from Henkel.

"In addition to guaranteed critical application performance through Optimization, we now have a precise and detailed view of the network use."

Steffen Gelessus,
Systems Manager at Henkel KGaA.

CHALLENGE



Henkel's Wide Area Network (WAN) comprises 400 sites worldwide. There are approximately 255 branches in the EMEA region (Europe, Middle East, Africa) - Dusseldorf and several European capitals are the most important here. Previously the network operated through a combination of Frame Relay, Leased Lines and Virtual Private Networks. For cost and technology reasons,

they instructed their service provider, T-Systems, to convert the network to MPLS.

Henkel decided to take advantage of this migration to review their network management. Above all, Henkel wanted to guarantee the performance of its critical applications like SAP, Lotus Notes or VoIP. The idea was to go even further with the MPLS technology in terms of application performance visibility and optimization.

Success Story

Beyond the Network...

CHOOSING IPANEMA



Ipanema's global objective based management, the advanced visibility, optimization and data compression functions, as well as the transparency of the system were all deciding factors for Henkel.

In addition, Henkel wanted to keep hold of the system management operated by T-Systems.

Other essential requirements were: application SLAs, capacity planning and billing capabilities.

"The use of a reporting and performance management system was an important argument for us when taking the decision to migrate. An MPLS network is like a large cloud with the data entering and leaving again. What is missing is monitoring of the connection quality. Only a Traffic Management System could give us this. Seen in this way, the Ipanema system was for us the 'enabler' to make full use of the

MPLS technology benefits" said Steffen Gelessus.

T-Systems was responsible for both the roll-out of the MPLS WAN and the installation of the Ipanema System on the 400 sites. Ipanema's Management Software System (IMSS) is implemented by T-Systems at their Network Operation Center, where a fast link is connected to Henkel's network. IMSS aggregates the measuring data recorded at the individual sites and permits the network team to control and monitor the system centrally.

70% of the branches are equipped with physical ip|engines. The other smaller sites have virtual ip|engines. This mix allows Henkel to globally manage its entire network at an optimal cost.

Henkel also set-up SLAs to manage the delivered service levels by T-Systems.

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



With Ipanema, Henkel has an optimum use of its MPLS network and **complete control of the networked applications performances.** The fine granularity of the Ipanema system allows Henkel to go further than with Class of Service, offering end-users a better Quality of Service per end-user session.

With the Network Application Governance functions, Henkel can

easily plan future bandwidth upgrades and guarantee end-users applications performance through **Application SLAs.**

An added advantage is that Henkel is able to keep hold of the system management thanks to the multi-profiles function. **They can adapt their application performance objectives according to the evolution of their needs.**

T · · Systems · · ·