

Stiefel Laboratories

Adopts Exinda's Prescription for Network Visibility and Control



Background

Stiefel Laboratories is a specialized pharmaceutical company with a steadfast focus on the advancement of dermatology and skin care around the world. Established in 1847, Stiefel is renowned for its legacy of skin care "firsts" and endeavouring to provide the highest quality, most effective prescription and over the counter skin care products available in more than 100 countries. With 25 locations around the globe, Stiefel ensures business continuity through a strategic focus on core IT services.

Overview

Moving away from a costly dedicated Frame-Relay WAN infrastructure to an IPSec VPN based solution, Stiefel understood that they would need greater visibility and control over their WAN traffic to support core business services. Furthermore, Stiefel understood that advanced Layer 7 quality of service (QoS) would be required to safeguard the performance of its VoIP infrastructure against other WAN information streams by minimizing the effects of latency and jitter.

Stiefel evaluated Exinda's 4700 network optimization solution. They found that it provided a competitive advantage in a number of key areas:

- WAN application traffic monitoring
- Dataflow transparency and prioritization
- Layer 7 QoS
- Customized automated reports
- Automatic network alerts
- Dynamic response scheduling

"At the eleventh hour of our evaluation with Peribit & Packeteer we were introduced to Exinda's 4700 appliance. Exinda won our business hands down due to superior value, operability and functionality. It has effectively resolved our QoS issues and gave us new visibility into our network traffic."

- Chad Goodfellow,
IT Director,
Stiefel Laboratories

The Solution

Stiefel rolled out Exinda 4700 appliances at 11 sites around the world. Core benefits gained include:

1. Critical Service Prioritization
Stiefel has implemented advanced QoS to ensure that VoIP and video conferencing traffic were allocated the necessary bandwidth and prioritized in line with business requirements.
2. Network Visibility
Exinda's advanced monitoring features enabled Stiefel to review all data streams across the WAN ensuring that they could proactively optimize traffic through policy that reacts to adverse network conditions.
3. Automated Reporting
Stiefel's IT team received custom, automated reports via email that provide a complete diagnosis of the WAN.
4. Proactive Vulnerability Assessment
Traffic pattern analysis and identification of 'at risk' nodes within the network provided insight and empowered proactive action against potential denial of service (DoS) attacks.