Customer Background

MBIA Inc, based in Armonk, NY is a leading financial guarantor and provider of specialized financial

Customer Challenges

Inability to meet data backup and synchronization
windows with SRDF Adaptive Copy over a 5 Mbps
VPN tunnel (via the public Internet) between Boston
and London.

MBIA was only able to achieve 1.5 Mbps due to
latency (80 to 90 ms.) and packet retransmissions
(10-20%) and was unable to complete the initial
SRDF synchronization process. MBIA requested
assistance from Cisco who added "accelerator
cards" to their routers which only marginally improved performance 20% to 1.8 Mbps.

Customer Solution

NetEx simply installed their HyperIP appliances and began the network assessment process. The HyperIP's provided two valuable WAN monitoring services:

• Provided real-time status information to identify misconfigured switch/router (duplex setting) that was causing traffic errors.

• Measured and analyzed WAN link characteristics to determine packet loss, latency and expected improvements.

After the preliminary network assessment was completed and router settings fixed, the HyperIP's immediately achieved 4.5 Mbps, noncompressed. When HyperIP compression was turned on, the performance increased over 200%, realizing 10-12 Mbps with a sustained compression ratio of 2.5:1.

Memorable Quote

"The NetEx team were pros! Their HyperIP product helped us win the business and installed in a few minutes. HyperIP enabled MBIA to complete their SRDF synchronization process when nothing else worked."

Kevin Modica, EMC Account Manager

Customer Results/Benefits

• Improved SRDF throughput from 700 MB/hr to 3.5 GB/hr

• Synchronization of 100 GB database completed in 30 hours versus never completing previously

• No Symm 5 or DMX restarts, no "call homes" for help, no support pages, "no nothing"!