EarthLink

Customer Background

As the nation's next generation Internet Service Provider (ISP), Atlanta-based EarthLink serves over 5 million subscribers with online products and services.

Customer Challenges

EarthLink desired to consolidate their e-mail server farms in Pasadena, CA to their Atlanta, GA data center. They needed to move 9 million mail boxes spread across 300 servers and 60 terabytes of data. Several methodologies were considered to migrate the data including shipping the physical media as well as using Fibre Channel over IP WAN technologies. Unfortunately, none of these options met EarthLink's application availability and cut-over windows.

It was decided to electronically transfer the data over EarthLink's 800 Mb/s IP/MPLS network. Because of the high change rate of the e-mail data (up to 40% daily) and the fact the migration was running over the public Internet, EarthLink needed the highest performance solution to meet their migration requirements.

Customer Solution

EMC Professional Services brought in NetEx's HyperIP DRO (Data Replication Optimization) appliances to accelerate and optimize the performance of the SRDF/DM application operating on multiple DMX3000 arrays across EarthLink's WAN network.

During the initial network assessment, packet loss approached 2% and latency varied between 100-200 milliseconds. Both of these factors negatively impacted SRDF/DM's ability to effectively move the data. HyperIP allowed SRDF/DM to overcome these link issues and sustained 99% of the theoretical maximum performance of the network. HyperIP also protected SRDF/DM from out of order packets and jitter, due to the excessive changes in network latency.

Memorable Quote

"HyperIP was an important factor in the success of EarthLink's email migration project and enabled us to complete the project within a six-hour window – minimizing downtime and eliminating the impact of this move on our subscribers Internet and email experiences."

Tripp Cox, Chief Technology Officer (CTO), EarthLink.

Customer Results/Benefits

HyperIP enabled EarthLink to complete their final "coast-to-coast" e-mail server farm consolidation well within the scheduled production window. As a result, EarthLink was able to minimize downtime and impact to their ISP subscribers.

Pasadena, CA   **Atlanta, GA**

HyperIP — Public Internet 800 Mb/s IP/MPLS Circuit — HyperIP

DMX3000   DMX3000

SRDF/DM

HyperIP®
by neTex