Broadview Networks

Customer Background

Broadview Networks is a network-based electronically integrated communications provider (e-ICP) serving small and medium-sized businesses in the northeastern United States.

Customer Challenges

Being a responsive, integrated network communications provider requires instant access to customer and network provisioning information. Broadview Networks was not consistently meeting their required data protection and availability windows with EMC's SRDF Adaptive Copy due to network constraints.

After further investigation, it became apparent that the IP WAN bandwidth between the two facilities was not sufficient to handle the large data volumes needed to meet Broadview's operating windows. Purchasing additional bandwidth to support their growing data volumes was cost prohibitive. As a result, Broadview Networks turned to EMC for help.

Customer Solution

Understanding the customer's need to move more SRDF traffic over a partial DS3 circuit, EMC engaged NetEx to help solve the problem.

NetEx installed a pair of redundant HyperIP appliances between each of their EMC Symmetrix 5000 storage arrays located at each remote data center. NetEx demonstrated to Broadview how HyperIP overcame the limitations of bandwidth and latency by enabling SRDF to operate more efficiently between their two data center locations.

Through data compression and TCP latency mitigation, HyperIP increased the performance of their 24 Mb/s IP WAN connection 3-4 times to achieve 60-90 Mb/s of effective data throughput. This allowed Broadview to reduce their replication windows by 70%.
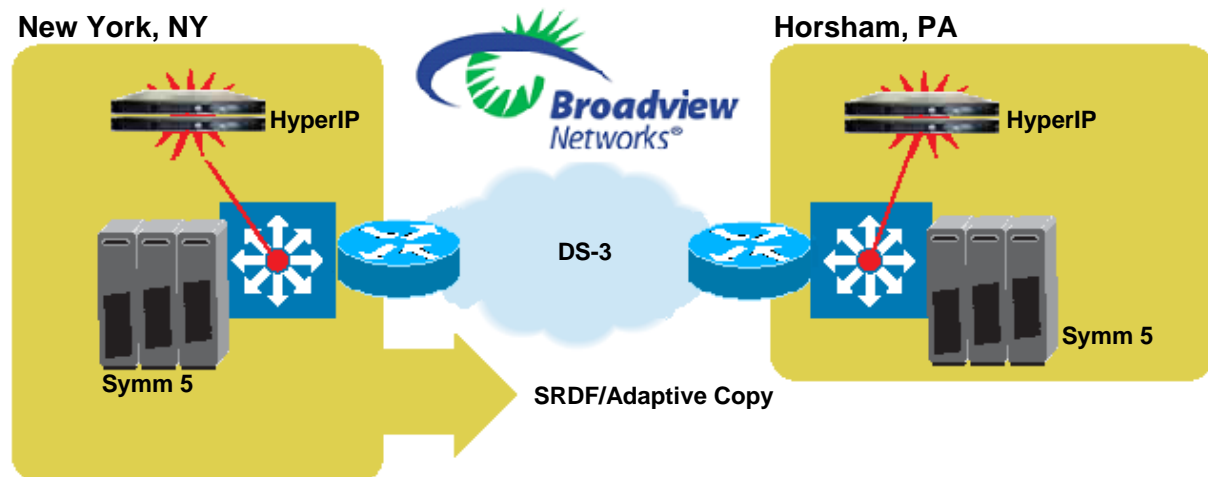
Memorable Quote

"HyperIP allowed us to significantly reduce our current backup windows and accommodate the future growth of our data volumes while improving the ROI of our existing IP WAN capacity."

Paul Mumm, Vice President of Information Technology, Broadview Networks

Customer Results/Benefits

HyperIP enabled Broadview to improve their SRDF application performance 3-4X while using their existing WAN infrastructure. Broadview also reduced their backup windows by 70% while delaying costly WAN upgrades.