

Virginia-based Hi-tech Services Company Ensures Service Delivery and Application Performance with ADC



Industry | Technology

Meeting Every Requirement, Every Time

When you are providing digital content and services for clients, your infrastructure challenges become their infrastructure challenges. That is a basic fact of life for Virginia-based software developer and digital service provider. With a long list of demanding non-profit, commercial, and governmental clients who require SLAs that guarantee exacting levels of performance and service quality, the company simply couldn't afford service outages or diminished network performance.

As a long-standing business with an impeccable reputation, the company built it in part on the security and reliability of its digital products and services. The inexorable demands of digital transformation were not a myth to the company: Both new and current clientele required new rigorous application performance delivery, cyber security, and uptime requirements. The company knew it had to bolster current infrastructure but also ensure its service delivery and cyber security efforts were unimpeachable – or potentially suffer the consequences of devastating SLA payouts as well as a severely diminished reputation in the marketplace.

The organization knew it needed to modernize its backend tools to ensure the company could provide the security, performance, and uptime levels they contractually promise their clientele – and that those clients expected.

The A10 Networks' Thunder ADC is an outstanding solution and it comes with excellent support.

– Chief Operating Officer, Virginia-Based Hi-Tech Services Company



Network Solution

Thunder ADC



Critical Issues

Protect servers housing client-owned and internal digital assets from advanced security threats

Support uptime, performance, and quality-of-service expectations set forth in service level agreements (SLAs) the company offers its clients



Results

- Increased network performance with stronger decentralized delivery of cloud-based workloads and processes
- Strengthened network security posture with greater automation, detection, and mitigation of potential threats to infrastructure and network endpoints
- Derived significant financial savings by lowering CAPEX, reducing OPEX, and attaining rapid ROI

PRESSING SERVICE-LEVEL NEEDS

Understanding the company's unique challenges requires deeper exploration of their business model.

As a developer and provider of IT services, much of what the company does ends up appearing on the client's screens but runs over the organization's infrastructure. An application they build for a nonprofit's employees will naturally be used by those employees – but the data the applications rely on will still often be generated and transmitted through the company's network before arriving in the cloud and onto the employees' screens.

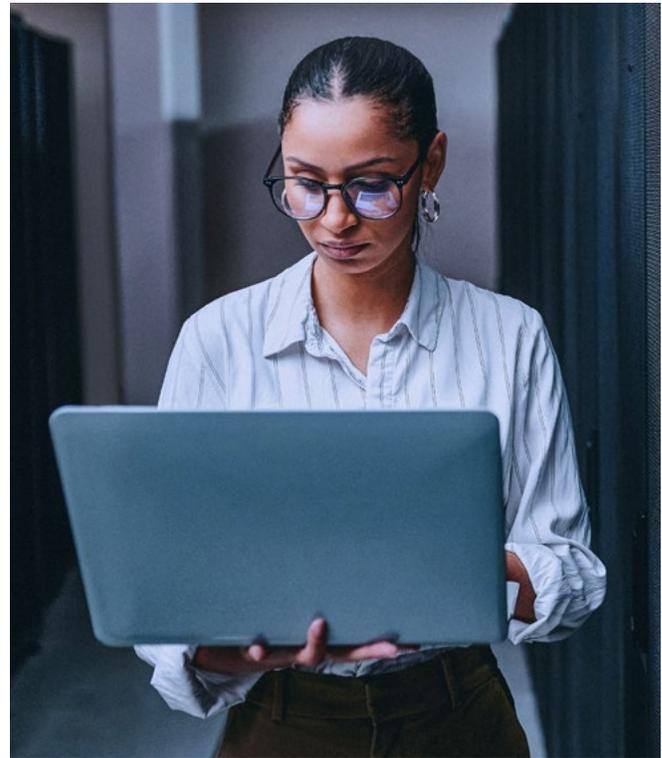
Because of this, the Virginia-based hi-tech services company offers their clients various SLAs related to critical factors including:

- Quality of service
- Uptime
- Cyber security

Failure to meet these requirements may trigger adverse outcomes defined in the SLA.

Moreover, because they serve such a diverse clientele, every client serviced by the company comes with unique regulatory needs from their digital solutions. For example, a chain of retailers may need an application that complies with payment standards such as PCI-DSS, while a federal law enforcement agency may have needs related to FedRAMP or HIPAA. Were they both to come to the organization, the company would have two highly individual sets of privacy, security, and uptime requirements to meet, and accordingly, two new sets of SLAs.

Cyber security, too, was a critical requirement. Even a single security event could unduly impact service quality, uptime, and client privacy, not to mention breach regulatory compliance requirements.



SELECTION CRITERIA

Of course, these business-critical requirements don't exist in a vacuum. The technical solutions required to meet them mandated a multi-pronged approach with the way the corporation designed and laid out its infrastructure. This necessitated the company to seek a technology partner whose application delivery solution could seamlessly interface with its existing infrastructure as well as increase its efficiency and performance.

The existing computing environment was comprised of:

- Backend hardware such as DNS and application servers
- Virtualized applications and services running on that hardware including VMware hypervisor
- Additional security applications and devices

The company didn't need an overhaul – it needed improvements that could seamlessly work with its current stack. It needed a tool that would make that possible with no disruption to services – and within budget.

THE SOLUTION? THE A10 THUNDER® APPLICATION DELIVERY CONTROLLER

To assure continued service delivery to its clients as well as to bolster customer experience, the chief operating officer of the company, revealed that the company investigated various application delivery solutions in hopes of supplanting another product that was no longer effective, and in some ways, obsolete. The demands of 24/7/365 uptime required unrelenting service availability. After researching comparable solutions, and after an extensive proof of concept (POC), the company decided on A10 Networks' Thunder Application Delivery Controller (ADC) solution for its highly diverse security and availability capabilities. The Thunder ADC is a high-performance advanced load balancing solution that brings higher speeds, better availability, and greater security to the data it processes, allowing users like the company to derive better application performance and cyber security.

Thunder ADC offers complete, full-proxy Layer 4 to Layer 7 load balancing, with high-performance SSL offload, to enable an optimized, secure application service. This is exactly what the company needed. The organization augmented its network and security posture by utilizing the following technologies and services in conjunction with the Thunder Application Delivery Controller including:

- DNS Servers
- Web and web application servers
- eCommerce applications
- Security applications and devices



THE RESULTS

For the company, the Thunder ADC solution upgrade has been a veritable tour de force of quantifiable business and performance results, including improved network performance, enhanced security, improved regulatory compliance support, and perhaps most importantly, enhanced application delivery.

Versatility and Reliability

The company needed a tool capable of increasing performance and improving reliability across a number of potential deployment options. The Thunder ADC delivered via its highly configurable backend solutions and application delivery partitions that allow over 1,000 partitions.

Tangible Results

Many benefits were quantifiable and measurable. The company's COO confirmed he saw the following improvements, which improvements were validated by an independent third-party:

- Achieved a ROI within only 18-24 months
- Increased network performance by 50%-74%
- Lowered OPEX 25%-49%
- Lowered CAPEX by an estimated 10%-24%

These outcomes resulted in tangible cost savings for the company.

"Superior" Everything

Quantifiable results weren't the only benefits for the Washington DC-area company. In a recent survey of customers via the third-party TechValidate survey platform, the COO gave the company a "superior" rating for A10's:

- Quality of support
- Ease of deployment and usability
- Application performance and scalability

These outcomes resulted in tangible cost savings for the company.

SUCCESS AND NEXT STEPS

The company's satisfaction with Thunder ADC can be measured in several ways. Perhaps most telling is the company's COO giving the A10 Thunder ADC a five-star rating. Lofty praise indeed and an indicator of the numerous benefits the company derived within a short period of time once it deployed the Thunder ADC product.

By choosing the Thunder ADC appliance, the company maximized its clients' security, uptime, and network performance – all without requiring substantial revisions to its operations or infrastructure. The company was able to immediately, and transparently, improve its ability to perform mission-critical tasks for its clientele. And that is good business for this cutting-edge Virginia-based hi-tech services company.



About the Global Technology Company

Founded in 1991, the company is a Virginia-based provider of IT services and solutions. The company is a pioneer in web-based technologies with clients in the private, public, and nonprofit sectors. The company implements and manages cutting-edge digital service offerings spanning the spectrum from application design to custom CMS implementations.





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A10 Networks provides security and infrastructure solutions for on-premises, hybrid cloud, and edge-cloud environments. Our 7000+ customers span global large enterprises and communications, cloud and web service providers who must ensure business-critical applications and networks are secure, available, and efficient. Founded in 2004, A10 Networks is based in San Jose, Calif. and serves customers globally.

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