EXPANDING HIGH AVAILABILITY TO LOAD BALANCING

> **"** *A10 ADC balances the user connections over our JD Edwards Enterprise Resource Planning software and Windows 2003 Terminal Servers. There is a far more even distribution of load after implementing A10."*
>
> **Paul Veeneman** | Chief Technology Engineer, Hawkins

CASE STUDY

COMPANY

Hawkins, Inc.

INDUSTRY

Manufacturing

NETWORK SOLUTION

A10 Application Delivery Controllers

HAWKINS

Hawkins is a formulator, manufacturer, blender, distributor and sales agent for more than 500 industrial chemicals and 600 reagent grade laboratory chemicals. It provides chemistry needed by municipalities and businesses throughout the Midwest, USA. Pharmacies, water treatment facilities, food and dairy producers, manufacturers, research labs and many other organizations depend on Hawkins for the chemical products to keep their business running.
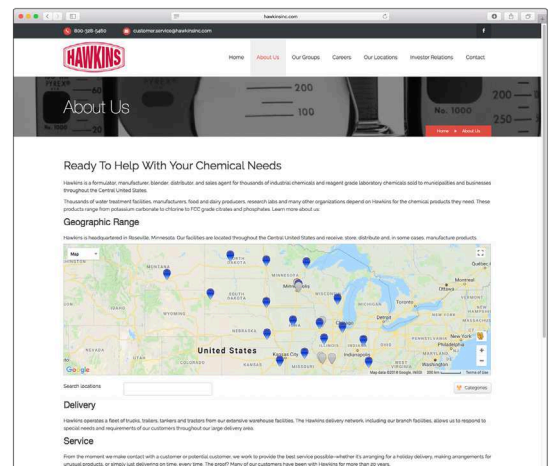
Hawkins has 265 employees across a location in Minneapolis, MN and 18 other facilities. To operate its business, Hawkins leverages JD Edwards Enterprise Resource Planning (ERP) application software running on four Java Application Servers, and Windows 2003 Terminal Services running on six Windows Terminal Servers. The entire company must be able to access both applications daily to perform business, streamline operations and increase margins to help the bottom line.

To ensure that its applications are available and performing, load balancing is crucial. Given Hawkins' growth and critical application performance requirements, the company required a High Availability (HA) pair for redundancy with room for potential future capacity demands.

COST EFFECTIVE RELIABILITY AND PERFORMANCE

After evaluating and researching solutions, Hawkins chose a pair of A10 Networks Application Delivery Controllers (ADC) next-generation server load balancers and replaced the incumbent F5 BIG-IP. The compelling reasons for choosing A10 ADC included:visibility and security give RPMWare the control it needs to serve more than 700 customers in the automotive industry.

- **Cost:** The cost of two A10 ADCs for an HA pair with all the features included was almost the same price as a competing system without all the features. The A10 ADC also includes a modern multi-core CPU architecture while the BIG-IP 1500 was 3-4 years into the product cycle at Hawkins.

- **Support:** Hawkins' Chief Technology Engineer Paul Veeneman was alerted to a configuration issue while on the 12th hole of a golf course. By the 15th hole it was resolved by A10 with no further issue. The A10 service and support experience proved far superior to similar experiences with competitors. The approach of treating network issues as if they are A10's own problems to solve until proven otherwise, versus vendors that first suggest the problem could be the customers' ensures a far better overall experience.

- **Interface:** The A10 ADC Web graphical user interface (GUI) was far superior, appearing clear and elegant with intuitive commands that are more descriptive than others on the market. Additionally, the A10 ADC has an industry standard command line interface (CLI), creating familiarity quickly, allowing Hawkins' field technical staff to leverage the product without additional training.

Finally, as an unexpected bonus, Hawkins was especially pleased with the way the A10 ADC load balancer optimized sessions in its server farm over the previous installation. While the previous server load balancer persisted user sessions to the same server, A10 ADC showed a permanent connection for clients, but more closely based on the actual server load, ensuring a more even distribution of traffic over time. The new approach ensures users are not continuously bogged down to a single server, so that applications perform and are available at optimum levels. This is especially useful during peak usage conditions of the critical ERP software.
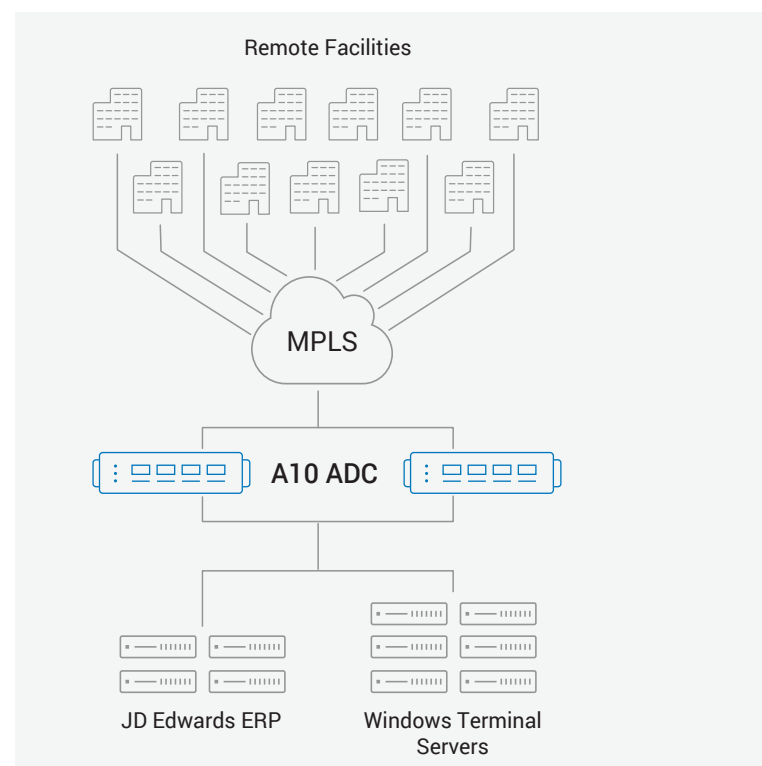

Figure 1: Hawkins' network

Hawkins, Inc. | CASE STUDY

A10 THUNDER ADC

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RELIABILITY AND ROOM FOR GROWTH

Since deploying the A10 ADC in an HA pair for redundancy, Hawkins' JD Edwards ERP software, Java Application Servers and Windows 2003 Terminal Services Servers have performed flawlessly and more efficiently than ever. The A10 ADCs' highly-affordable, enterprise-grade, next-generation server load balancing appliances delivered not just a significant price/performance advantage over the competing and incumbent solutions, but provide room for significant future growth.

"With nearly 300 users and critical ERP and Terminal Services software to conduct business, increase margins and improve the bottom line, an HA pair of server load balancers was required for redundancy," said Paul Veeneman, Chief Technical Engineer for Hawkins. "We chose A10 ADC as our server load balancer platform because of their impressive interface and competitive price, plus the first class customer service and response from the A10 team."

ABOUT HAWKINS

Hawkins, Inc. provides a full range of bulk industrial products complemented with the technical competence and innovation to formulate and blend specialty chemicals. The company sells and services related products and equipment to safely dispense chemicals in highly controlled environments.

Hawkins serves customers in a wide range of industries, including chemical processing, electronics, energy, environmental services, food processing, metal finishing, pharmaceutical, medical devices, pulp and paper, and water treatment.

Hawkins is headquartered in Minneapolis, Minnesota. The company operates 18 facilities in Iowa, Illinois, Kansas, Minnesota, Missouri, Montana, Nebraska, New Jersey, South and North Dakota and Wisconsin and services customers in Upper Michigan and Wyoming as well. For more information, visit: **hawkinsinc.com**

ABOUT A10 NETWORKS

A10 Networks (NYSE: ATEN) provides Reliable Security Always™ through a range of high-performance solutions that enable intelligent automation with deep machine learning to ensure business critical applications are protected, reliable and always available. Founded in 2004, A10 Networks is based in San Jose, Calif., and serves customers globally with offices worldwide.

For more information, visit: **a10networks.com** or tweet **@A10Networks**.

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