Ingérop

INGEROP

French engineering company improves employee productivity, reduces network traffic by 50% and achieves a cost saving of €200,000 in bandwidth per year.

Ingérop is an independent French engineering consultancy with more than 90 offices across the world and 2,600 employees. The company specializes in engineering and consulting in sustainable mobility, energy transition, and the living environment.

As a longstanding Riverbed customer, Ingérop started using Riverbed Acceleration solutions in 2010 to maximize the efficiency of its network and improve user experience. In 2020, the company added Riverbed NetProfiler to its suite to improve network visibility and gain additional traffic insights.

After considering different solutions from other providers, Riverbed was the only company that could deliver the level of service quality that Ingérop required.

In Brief

Challenges

- Inconsistent application performance
- Slow network connections and latency
- Requirement to reduce service desk requests

Solutions

- Riverbed® NetProfiler
- Riverbed® Acceleration (Riverbed SteelHead and Client Accelerator)

Benefits

- Increased visibility and performance across the network
- 10–15% improvement in employee productivity
- 50% reduction in network traffic
- Cost saving of €200,000 in network bandwidth per year
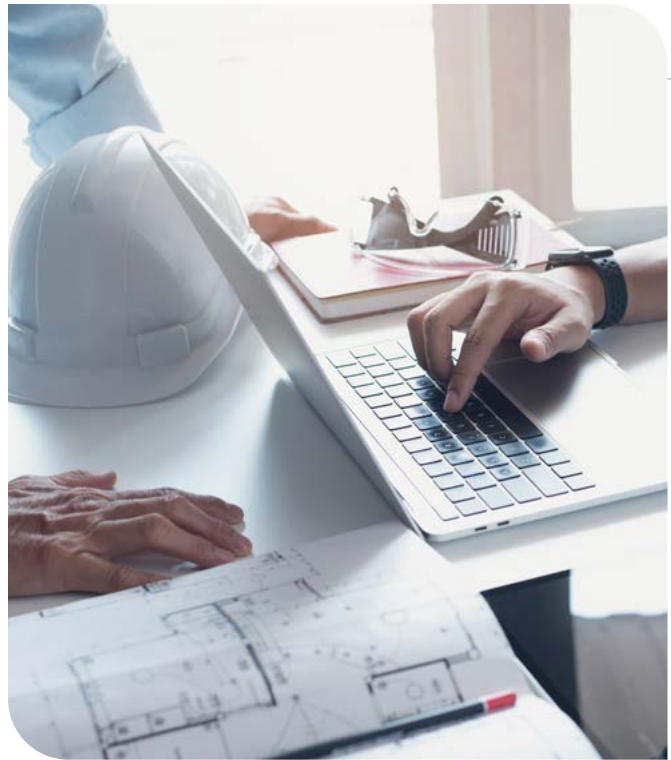- Service desk availability rate of 100%

Challenge:

Providing an effective user experience whilst retaining efficiency

For Ingérop, providing the best possible user experience is key to maintaining productivity. Employees share large files with global customers over the network, and teams use 3D modeling applications that require a large amount of bandwidth.

During the pandemic, the company identified the need to improve its quality of service. It had over 2,000 users working from home over a slow virtual private network (VPN) connection that regularly experienced bandwidth issues.

Ingérop wanted to maintain its employee productivity and to continue meeting customer expectations.

Solution:

Monitoring performance and increasing network visibility

As a long-term user of Riverbed's WAN Optimization technology, SteelHead (part of the Acceleration portfolio), Ingérop knew that during the pandemic, they'd be able to install Riverbed Client Accelerator on user devices and follow the same process for sharing documents and applications across all their locations.

The company relies heavily on CAD applications and software like Autodesk (a global leader in software for architects, builders and engineers), and Riverbed's Acceleration solutions provided the critical performance enhancements that Ingérop required. It enabled the company to avoid latency on the network and report on traffic levels and application throughput performance.

Riverbed's technology also helped Ingérop to diagnose network problems. To enhance its traffic insights during lockdown, the company added Riverbed® NetProfiler to its suite of tools. As a product that uses full-fidelity network flow monitoring, Ingérop could proactively identify and quickly troubleshoot performance and security issues.

By sending Riverbed's WAN Optimization feeds from its 30 agencies and two data centers in France to NetProfiler, Ingérop increased its network visibility. It can now easily identify how much traffic is being consumed, who is using it, and how the traffic is being prioritized.

Benefits:

Cost savings in network bandwidth and an increase in productivity

For Ingérop, the principal benefits of using Riverbed Acceleration solutions are improvements in employee and company productivity, as well as enhancements in user experience.

"With Riverbed, we're able to monitor each part of the network in real-time. We receive alerts when we pass certain thresholds, which prompts us to take action. We also receive reports that tell us which agencies need to take care and upgrade the bandwidth of their network," says Cyril Broussard, Infrastructure and IT Security Manager, at Ingérop.

"Overall, with Riverbed Network Observability and Acceleration solutions, we've seen a 10-15% improvement in employee productivity. In turn, we've reduced our network traffic by 50%, which has resulted in a cost saving of approximately €200,000 in network bandwidth every year."

Cyril Broussard,
Infrastructure and IT Security Manager at Ingérop

By partnering with Riverbed, Ingérop has been able to accelerate the delivery of critical applications over faster, more secure networks, and simplify path management while prioritizing security.

"The technology we have from Riverbed is a key part of our portfolio and will continue to be in the future. We're thinking of changing the architecture of our network to manage data flows between the cloud more effectively. We plan to apply this across all of our offices," states Mr Broussard.

By adding NetProfiler to its suite, the company has benefited from the ability to fully measure and monitor the performance of its network.

"Riverbed's NetProfiler solution has been incredibly useful. Previously, we had users and managers telling us they couldn't work due to network issues. Thanks to NetProfiler, we're now able to identify which PCs, services, or users are the root cause of the issue."

Cyril Broussard,
Infrastructure and IT Security Manager at Ingérop

"We're also able to identify the type of traffic that causes the saturation and define a new network capacity threshold to resolve the issue. Now that we have NetProfiler, we can anticipate activity and upgrade the network before any issues occur," explains Mr Broussard.

With the increased levels of visibility over the network, it has reduced the number of conflicts between the teams. It has also helped the company reduce service desk requests. In 2020, the company achieved a service desk availability rate of 100% for the first time.

"NetProfiler gives us visibility into the real-time use of our network and allows us to anticipate the management of its capacity. It's also a troubleshooting solution for us. Likewise, it provides us with a graphic representation of our networks, which facilitates our daily operations. With NetProfiler, we're able to anticipate problems in the majority of cases, like latency and loss of application connections. We're able to avoid them and resolve them more easily when they're identified," says Mr Broussard.

"Riverbed provides us with real-time performance characteristics on a per application basis. This has helped us become more productive and efficient in responding to user requests. If the network isn't operating efficiently, we can flag it as an immediate issue and get it resolved. Our employees are happier because there are fewer issues with the network. The level of service quality which Riverbed provides is second to none," concludes Mr Broussard.

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Riverbed is the only company with the collective richness of telemetry from network to app to end user, that illuminates and then accelerates every interaction, so organizations can deliver a seamless digital experience and drive enterprise performance. Riverbed offers two industry-leading portfolios: a differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless, secure digital experiences; and Riverbed Acceleration, providing fast, agile, secure acceleration of any app, over any network, to users anywhere. Together with our thousands of partners, and market-leading customers globally – including 95% of the FORTUNE 100 – we empower every click, every digital experience. **Riverbed. Empower the Experience.** Learn more at riverbed.com.