

MICROWARE'S SUCCESS CASE

CLIENT:
Sonae

SEGMENT:
Administration Shopping

BUSINESS AREA:
Network

REQUEST:
improving the SAP User
Experience Through WAN
Optimization

SOLUTION:
Microware Improve the
productivity of SAP users
through Bluecoat WAN
optimization.

Improving the SAP User Experience Through WAN Optimization





Evolution of the Brazilian Income

The Economic stability and the rise of classes C and D in the last years boosted the growth of various sectors in the Brazilian economy, among them stands out the market of shopping centers. With a monthly average of 329 million visitors, the shopping centers in Brazil reached the mark of R\$ 87 billion on billing in 2010. The shopping mall industry has become a impulsion force of development, promoting the urban growth, increasing the valuing estate, improving the local business and therefore creating jobs. Today Brazil has 408 shopping centers that together employ more than 720 000 of persons.

Differentiation through the Marketing Experience

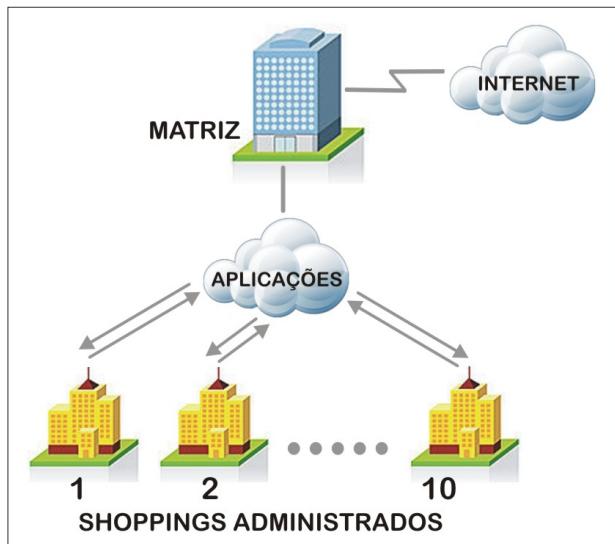
Nowadays the worry of the mall's administrators for transform the client's visit in a pleasurable experience from the start to the end is big. The service Area, for example, it's a reflex of this trend and seeks to add greater convenience to the consumer. Some say that malls have become big clubs; others go further and say that the intention is make them as mini-cities, taking their audience to move less, a crucial factor in several cities. Microware's customer, Sonae Sierra Brazil, as a member of one of the largest multinationals leader in management of shopping malls around the world, has played an important role in the Brazilian market by introducing innovative concepts for the industry. In Brazil, the multinational operates in several states using the thematic to differentiate itself from the competition and especially the full integration of trade in goods with leisure services.



Bottling of the Information

The Microware was contacted by Sonae who had great difficulty in communication between its administrative offices, because of a lack of management of your WAN. The ten malls managed by Sonae have an internal communication link itself and connected to a private cloud. The main applications of the company are located in the central link of the matrix, such as SAP. The access demands must pass by the center's link before returning it to the subsidiaries. Because there was no visibility and access control of its users, the time of answer varied with the overhead of the link, and the critical applications were not prioritized. The SAP took long periods to receive, review and issue responses to requests and requirements. According to William Terceiro , Network's Manager : "With a great slowness in communication, we had trouble

to send and receive invoices and delay in the order of administrative documents making it difficult to dynamic integration between offices."



Ensure and Accelerate Application Performance

The Microware provided to the customer a Blue Coat solutions for WAN optimization. The PacketShaper resources were applied to network visibility and equipment ProxySG 300 and 600 for acceleration and security with the content filter.

The family appliances of Blue Coat solutions are based on their "customers" -deployed in branch offices, Internet gateways, workstations and data centers - provide intelligent points of control based on business policies, allowing for the IT area the security optimization and accelerate network performance between users and applications

.The PacketShaper equipment may classify non-Web applications, and establish and delineate QoS traffic.

Utilized together with the ProxySG allows sharing of the information which circulate through the network distinguishing and prioritizing applications in accordance with policy company

On this way the PacketShaper can differentiate traffic internet internal applications, giving priority to what is essential,like the SAP applications.

Through the content filters (webfilters) applied to the ProxySG devices Blue Coat secondary applications and malicious content can be locked at the same time that the critical applications and content company gain priority access.



SAP Excellence

Blue Coat is the only provider of solutions for optimizing of WAN to obtain all certifications SAP. According to the SAP Certified Integration, companies that implement SAP applications and services oriented architecture (SOA) can perform better, safer and greater reliability with Blue Coat appliances.

Tests conducted on SAP's lab proved the efficiency of the devices in the Blue Coat ProxySG decreased in 97 times the response time for access to software applications by remote users of SAP systems, reducing at the same time, the consumption of the link in 99%. This is because its many features make it possible to accelerate the delivery of SAP applications to remote users, individual, offices, while provide security and network's traffic control.



Experience Twice Improved

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As a result of this work the client made a significant increase in WAN's performance, optimizing significantly the performance of critical applications accessed from their locations. We obtained more gains with the routine administrative productivity practical and more integration between the sectors and fluidity in information sharing.

As reported by William Terceiro "The solution provided by Microware came as answer for the demand of the company. The SAP was the most impacted by the implementation of solutions BlueCoat getting an increase of 50% of acceleration. The flow of communication has also doubled on the WAN becoming much more dynamic among the branches."

The change was felt by the employees who are motivated, praised the improvement of system use and services used by the area of I.T. With ProxySG we were able to create a way to give priority in speeding up the administrative system. Compared to the existing demand and defendants in the solutions above, we can affirm that the solution implemented by Microware and BlueCoat was the one with the most compensatory payback, said William Terceiro.

We conclude that the decision for the right technology solution is a factor that distinguishes successful companies in the corporate world and globalized, if it obtained for competition, or for "oxygenation" and ability to continue to develop its processes.



ABOUT MICROWARE

Our mission is to excel in providing I.T. solutions for business and organizations objectively, securely, and in a creative way. We are specialists in supporting companies to develop and implement effective I.T. project.

We strive to be the best technology architect, applying it intelligently to your business needs. This way we help you focus on your priorities and contribute to the expansion, to the productivity improvement, to the reduction of total costs and to the mitigation of risks of your business.

We specialize in the areas of Datacenter, Networking, Workplace, Imaging and Printing and Professional Services. We have one of the best trained team of professionals in Brazil, able to identify needs and align investments with business goals. Our work also counts with and is supported by the main global I.T. developers, manufacturers and providers.

Established in 1984, we are located in São Paulo and Rio de Janeiro, with sales forces, service centers and distribution centers covering the entire Brazilian territory. We are also a member of global networks of I.T. solution providers, and through them we help our clients with their international expansion.

We operate under a total quality system certified by the ISO:9001 standard, having our processes and procedures regularly audited, and therefore enhancing the consistency and reliability of projects developed and services rendered.

And You?

What level of experience your company provides for its customers and employees?

The Microware is available to support you on your demand of Information Technology and Communication solutions

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