



Industry: **Healthcare Services**

Application: **SAP**

Product: **Array TMX**

Challenges

- Network black-outs and availability issues
- Lost orders, incomplete transactions, and unrealized revenue opportunities

Solution

- Array TMX appliance with connection multiplexing
- Maintains SAP session persistence from client to HQ during blackout periods
- Ensures SAP performance & availability through TCP offload and intelligent load balancing

Results

- Increased revenue \$250,000 during first month using Array solution
- Recovered investment in Array solution in less than one week
- Zero lost business opportunities since installation of Array solution

Leading provider of dental services equipment turns increased availability into increased profits.

ProClinic is one of Spain's largest providers of dental supplies and equipment, generating telephone orders in high volume based on an established catalog and online presence. Telephone orders are processed at twelve points of presence throughout Spain, and entered into SAP clients for transmission to applications servers located at ProClinic headquarters in Barcelona.

The Challenge

Spain's Telco infrastructure suffers from minor service disruptions at the network layer, commonly referred to as "micro-cuts" by those familiar with the phenomenon.

As the service provider network re-synchronizes itself periodically, the availability of sensitive, real-time applications such as SAP becomes compromised.

As a result, order entry personnel are severely hampered in their ability to process orders; all information entered into the SAP client is lost should a micro-cut interrupt a session before the order is fully processed.

Suffering from lost revenue and decreased productivity, it wasn't long before micro-cuts were flagged as one of ProClinic's most pressing problems and became the impetus behind their search for a solution.

The Array Solution

Recommended to ProClinic by BRA, the largest authorized Array Networks reseller in Spain, the Array TMX Series appliance was able to completely eliminate application performance irregularities caused by micro-cuts.

Having suffered from the micro-cut phenomenon for over a year, ProClinic was initially skeptical that a simple plug-and-play appliance could be the proverbial silver bullet they were looking for.

But the solution lies in Array Networks' advanced connection multiplexing technology. Connection multiplexing transforms many short-lived connections into fewer long-lived connections that are both more efficient and more persistent, and as a result not susceptible the effects of micro-cuts.

After witnessing the Array TMX appliance quickly dispose of any and all micro-cut application hiccups, the customer decided to introduce a condition that could hardly be described as "micro".

The customer physically unplugged the Array appliance from the network, waited 10 seconds, reconnected the Array, and watched with amazement as the order sessions were reestablished without data loss.

The Verdict

The Array solution has now been in place and running trouble free at ProClinic for over 9 months. The result: the customer reports that SAP order entry statistics showed an immediate and sustained 50% improvement in completed transactions.

More important, the Array TMX is delivering between two to three hundred thousand dollars a month in revenues previously lost due to issues related to network micro-cuts.

Value-Added Benefits

While addressing ProClinic’s primary concern of solving business issues related to micro-cuts, the Array appliance has introduced secondary benefits.

As a result of offloading TCP processing from ProClinic’s application servers to the Array appliance, the efficiency and capacity of the existing server infrastructure has been greatly increased, as has the overall performance and response times associated with the SAP application.

With the Array TMX appliance installed and performing the heavy lifting associated with TCP management, ProClinic is free to scale their business without needing to budget for costly server hardware and application server software.

Summary

Having selected Array to meet a specific problem, the customer is now gearing up to take further advantage of additional security, availability, and performance enhancing capabilities of the TMX appliance, and could not be happier with the investment made in Array technology.

ProClinic Architecture

