



jetNEXUS Case Study

BUSINESS POST



jetNEXUS Improves Performance of Onyx CRM System

Business Post installed an Onyx CRM application to improve customer service but due to poor application performance over the WAN, they realised that they needed a solution to improve service delivery and availability.

Installing jetNEXUS for IIS significantly improved the CRM's performance, compressing content by 79% which also increased available bandwidth on the network for other applications.

jetNEXUS For IIS

- *Extreme Web Acceleration*
- *Increased Available Bandwidth*
- *Compressed Content by 79%*
- *Reduced Download Times*
- *Improved End-User Experience*



By using jetNEXUS web acceleration to optimise its Onyx CRM solution, Business Post has reduced page download times by 8 seconds and significantly improved end user experience.

Company
Business Post

Industry
Logistics

Challenges

- Improve performance of Onyx CRM
- Increase available bandwidth on the network

Solution
jetNEXUS for IIS

Benefits

- 79% content compression
- 8 second reduction in page refresh times
- More bandwidth available
- Significant cost savings
- Improved customer service and higher sales

The Full Story - New Application Deployment Puts Strain on Existing Infrastructure

Business Post (now UK Mail), the worldwide express Parcels and Mail delivery company, has been making sure that goods arrive at their destination securely and on time for more than 30 years.

The group's services are delivered through 7 business units and their UK parcel network consists of 23 corporate sites and 37 franchised sites, although there are plans to grow the franchise network further. As is the case with many companies expanding their operations however, its IT infrastructure was beginning to show signs of strain.

The situation came to a head when the company began to roll out a new Onyx CRM system to all its sites. "We were essentially trying to squeeze all application and email data through a 64k line," recalls Neil Starkey, Systems Quality Manager at Business Post, "Deploying Onyx was the last straw."

Too Much Load on the Network Began to Impact the Performance of Onyx CRM

Whenever an end user requested information from the Onyx system, it resulted in a surge of data being pushed across the WAN from the Onyx server to the client. This placed too much load on the network and began to impact the performance of the Onyx application for the end user. "We were receiving complaints from our end users about the system's slow performance," says Starkey. "Essentially we wanted it to work much faster."

Installing jetNEXUS for IIS - jetNEXUS Web Acceleration Technology

The Onyx system that Business Post had deployed was a Web-based solution, so it made sense to look for a Web compression tool. During his search for a suitable solution, Starkey discovered the jetNEXUS Web acceleration technology, jetNEXUS for IIS, "It was an obvious solution to choose; our only question was could it compress enough data to make it worthwhile?" asks Starkey.

The answer was a resounding 'yes'. On receiving a trial of the jetNEXUS software, Business Post was able to install the application on its central server quickly and effectively. "We discovered it compressed 79% of content, which significantly increased the performance of our Onyx system," says Starkey, "That sold it for us."

Boosting Application Performance

Since installing jetNEXUS, the performance of Business Post's Onyx CRM system has increased dramatically and Starkey estimates the time taken to refresh a page has decreased by eight seconds.

More importantly, the end users are happier with the improvements in performance they are now experiencing. "If we had not installed jetNEXUS we would not have had a viable Onyx solution, as the network simply could not cope with the extra traffic" admits Starkey.

jetNEXUS compressed content by 79% which resulted in a significant improvement in the performance of the Onyx CRM Service

Neil Starkey |
Systems Quality Manager |
Business Post

“End users are happier now the application works a lot faster and they are more able to gain the full benefits of their CRM system. That sold it for us.”

Neil Starkey |
System Quality Manager |
Business Post

The installation of jetNEXUS has had a positive effect on the network as well, since Onyx previously took away valuable bandwidth from other applications. “You can never have too much bandwidth,” says Starkey, “so we will continue to use jetNEXUS on the Onyx server because the less data that passes through the pipe the better.”

Improvement in Online Experience is the Key to Growth

The reliability of the jetNEXUS application meant that Business Post experienced no problems with the stability of its network after installing jetNEXUS for IIS. There has also been no need to refer to the jetNEXUS support team.

“It sits on the server, does what it needs to do and we install new releases when we feel confident with the,” says Starkey. Indeed, jetNEXUS has worked out to be far more cost-effective than a network upgrade in freeing up additional bandwidth.

About Business Post Group

The UK Mail Group (formerly known as Business Post Group) is the largest independent parcels, mail and logistics services company within the UK.

At UK Mail we pride ourselves on our unique integrated approach which allows our customers to enjoy a full range of time-sensitive and secure delivery options for letters, parcel and pallets, at affordable prices.

We operate a national network of more than 50 sites and 3,500 vehicles which supports all our delivery options ensuring a low cost operation that achieves service excellence. With 37 years of knowledge and experience behind us we understand the precise needs of our customers and realise what really matters to you.

A dynamic and forward thinking company, UK Mail is committed to pushing the boundaries of the postal and express delivery markets and continues to launch a range of product innovations that makes sending mail, parcels and pallets more exciting, sophisticated and cost-efficient than ever before.

“If we had not installed jetNEXUS we would not have had a viable Onyx solution as the network simply could not cope with the extra amount of traffic it generated.”

Neil Starkey |
System Quality Manager |
Business Post

jetNEXUS

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jetNEXUS is an international supplier of Load Balancing, Application Acceleration and Application Delivery technology. Our product portfolio is accessible to a wide and varied client base, ranging from simple, cost effectively focused solutions to Enterprise-grade application delivery controllers.

We understand that this technology is mission critical and as such, maintain a tenacious focus on the quality of our products and technical support.