

## Document Equipment Provider Deploys Mobile Acceleration Solution

Fuji Xerox Australia selects Cisco WAAS Mobile to extend application acceleration benefits to remote workers.

### Challenge

EXECUTIVE SUMMARY
<b>FUJI XEROX AUSTRALIA</b> <ul style="list-style-type: none"><li>• Computer Peripherals and Business Machines</li><li>• North Ryde, Australia</li><li>• 2000</li></ul>
<b>CHALLENGE</b> <ul style="list-style-type: none"><li>• Employees experiencing poor productivity when working from home or on the road.</li></ul>
<b>SOLUTION</b> <ul style="list-style-type: none"><li>• Upgrade to mobile acceleration solution to enable fast application delivery while increasing customer and employee satisfaction.</li></ul>
<b>RESULTS</b> <ul style="list-style-type: none"><li>• Up to 30 percent savings on mobile data bills due to less bandwidth usage.</li><li>• Time savings of up to three hours per week for remote office workers with optimized WAN.</li></ul>

Fuji Xerox Australia is a subsidiary of Fuji Xerox. The company's mission is to be the leader in the global document management market, offering solutions that provide a bridge between the paper and digital worlds and enhance business productivity through the sharing of knowledge. The company produces copiers, printers and multifunction devices, and provides professional services through Fuji Xerox Global Services and Xerox Global Services. In addition, the company focuses on the deployment of hosted solutions and scanning services.

Fuji Xerox Australia's mobile workforce consists of 450 field engineers who utilize the organization's proprietary customer service application and an additional 500+ office workers with laptops that access office files and applications remotely over the WAN.

The service organization uses a proprietary operations website to schedule service calls and for field engineers to perform their work. On site visits often require a new

software release or printer driver, which are located on the office file servers, and field engineers need to access the operations application and transfer the files while still at the customer site. According to John Forbes, infrastructure services manager for Fuji Xerox Australia, high latency on the remote access network was impeding field engineers from servicing customers in a timely manner.

Fuji Xerox's other employees typically use Microsoft Office and Xerox's own web-based document management system, DocuShare, when traveling and working from home. The remote access performance was so slow that typical files took minutes to download, and the users were dissatisfied.

"It may be a bit unusual for half a company's workforce to require remote access, but that's the position we're in," says Forbes. "Our engineers and office workers use our website and file servers as a normal course of everyday business and need fast access to the tools they require to complete their jobs. We primarily use the 3G network and were looking for a product that was going to be compatible with our infrastructure and that would accelerate application delivery."

**“I worked some figures and realized we are now saving 20 to 30 percent on our data bills. In addition, we were very pleased by the limited PC resources needed for WAAS Mobile; it was easy to set up and only took about an hour to get fully operational.”**

—John Forbes, Infrastructure Services Manager, Fuji Xerox Australia

## Solution

Forbes and his team evaluated a short list of mobile acceleration solutions and conducted a testing process before deciding on Cisco® Wide Area Application Services (WAAS) Mobile.

“We began a pilot with 50 concurrent users and were amazed at how well Cisco WAAS Mobile performed against competing mobile acceleration solutions,” says Forbes. “Once we completed the pilot and concluded that WAAS Mobile was the way to go, we purchased an additional 150 concurrent licenses and began the first phase of our deployment.”

Ease of installation was an immediate result that Forbes and his team realized upon deploying Cisco WAAS Mobile.

“We were pleasantly surprised at how easy WAAS Mobile was to install, and we didn’t have to reconfigure our applications” says Forbes. “It was pretty much ‘set it and forget it.’ By the time we complete the full deployment, we will purchase the additional licenses needed and we’ll have approximately 900 users on WAAS Mobile.”

Forbes says the small footprint of Cisco WAAS Mobile was an influencing factor in Fuji Xerox Australia’s decision.

“We were very pleased by the limited PC resources needed for WAAS Mobile, which allows us to run the software even on some of our older laptops and gives us the best possible performance,” says Forbes. “The other vendor we had looked at alongside Cisco WAAS Mobile had a very large footprint on the PC and took several gigabytes of space compared with just a few hundred megabytes for the WAAS Mobile client, not to mention the other product was a nightmare to install and configure. From the administration standpoint, the other vendor solution was also difficult to use whereas WAAS Mobile was easy to set up and only took about an hour to get fully operational.”

## Results

Forbes says the user performance over the WAN has improved tremendously since the upgrade.

“WAAS Mobile has made it possible to download very large files remotely over our 3G network, reducing the average repair time and further improving customer service.”

From a bandwidth cost savings perspective, Forbes says that since the upgrade, Fuji Xerox Australia has reduced the amount of data traversing the network by as much as 50 percent.

“We pay by the megabyte and are charged when we go over our plan allotment,” says Forbes. “I worked some figures and realized we are now saving 20 to 30 percent on our data bills. With the number of users we have, WAAS Mobile will pay for itself in about 12 months.”

On the qualitative side, Forbes says that the 20-fold performance improvement from WAAS Mobile is saving him hours per week, and he expects that to be representative of the other remote office workers as he continues his deployment of the WAAS Mobile clients.

“I figure WAAS Mobile is saving me at least two to three hours a week in time,” says Forbes. “I work about 15 hours a week remotely and I’m a very heavy user of the wireless WAN. If I’m saving 15 to 20 minutes a day using WAAS Mobile, it adds up over the course of a few months.”

#### PRODUCT LIST

##### Cisco Application Networking Services

- Cisco Wide Area Application Services (WAAS) Mobile

#### For More Information

To find out more about Cisco WAAS Mobile, please visit <http://www.cisco.com/go/waas>.



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