



Research data races round the globe

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Dr. Edward Scheckler
Head of IT Infrastructure
CLSA Asia-Pacific Markets

CLSA sees fast application responses and LAN-speed email worldwide with Riverbed WAN optimisation solutions from BT

Client

CLSA Asia-Pacific Markets is the leading independent brokerage and investment group in Asia. Founded in 1986 and headquartered in Hong Kong, CLSA has more than 1,500 dedicated professionals located in 15 Asian cities as well as Dubai, London, New York, and Port Louis in Mauritius.

The company provides equity broking, capital markets, asset management, and M&A services to corporate and institutional global clients. CLSA has built a reputation for unrivalled equity research and economic analysis, which are consistently voted the best in Asia. Its full name is Credit Lyonnais Securities Asia and the majority shareholder is France’s Credit Agricole, which merged with Credit Lyonnais in 2003.

Under a five-year contract, BT Hong Kong provides CLSA with wide area network (WAN) outsourcing services, delivered through an on-site management team of IT and telecommunications specialists. CLSA insists upon the highest reliability, and the BT

solution is engineered for 99.999 per cent availability. BT also provides CLSA with local area networks (LANs), and has designed and built – and manages – the network for their global data centre in Hong Kong.

BT also provides CLSA with a full range of security services through BT Counterpane. These include firewall management, and regular penetration testing of critical networked IT assets, as well as the design and delivery of a comprehensive intrusion detection service. Permanently monitoring network layers and devices, this provides real time 24*7 analyses of security events and alerts, enabling CLSA to deal proactively with potential threats.

“We chose BT for its highly resilient global MPLS network, security expertise, and strong execution ability,” says Thiyagarajah Rajah, Chief Information Officer at CLSA. “With exceptional expertise in managing global network infrastructures, BT consistently provides high quality and reliable services to us.”

The BT differentiators

- Unparalleled experience in network outsourcing and management, both globally and within region, including seamless management of the transition process
- Industry-leading expertise in the planning, deployment, and management of Riverbed Technology WAN optimisation solutions
- The strength and depth of resources to undertake data centre design, build, and management – together with the management of all network-related functions

Case study

CLSA Asia-Pacific Markets

“WAN optimisation helps us deliver improved application performance, while making savings through reduced bandwidth needs. I estimate that we have cut costs by 35 per cent overall, while deferring costly IT projects by extending the life of our IT infrastructure.”

Dr. Edward Scheckler
Head of IT Infrastructure
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Challenge

CLSA people around the world use email to share huge volumes of financial and market data every day. Previously each office maintained its own Microsoft Exchange server, to provide employees with instant access to business-critical data. This architecture was, however, expensive to operate and maintain.

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With the goal of cutting costs and creating a more agile IT infrastructure, CLSA consolidated over twenty Microsoft Exchange servers from the company’s offices across Asia into the Hong Kong data centre. However, although WAN bandwidth upgrades and traffic prioritisation were used in the rationalised architecture, email transmission and application response times were noticeably slower.

Offices worldwide

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Solution

CLSA turned to BT for a solution. An immediate trial of Steelhead WAN optimisation appliances was recommended for the worst affected branch offices, which included Mumbai and Jakarta. Riverbed accelerates application performance over WANs by eliminating unnecessary and repetitive multi-megabit data transfers and performing a host of additional network and application optimisation tasks. At the same time it monitors and reports on network, server, and application performance – offering fast problem diagnosis.

Riverbed appliances were installed and operational within three weeks, with immediate and dramatic results. A reduction of over 90 per cent in messaging volume was observed at the trial offices, with a similar reduction in web browsing traffic. Email and application performance returned to the LAN-like standards that had been enjoyed prior to centralisation of the Microsoft Exchange servers.

The Riverbed trial demonstrated that a centralised IT architecture could support distributed users without network-related issues. Thirty-two Riverbed Steelhead appliances were installed: two at each CLSA office, with dual MPLS links, for full redundancy. The CLSA data centre has dual Riverbed Central Management Consoles (CMCs) to ensure seamless management of Riverbed WAN optimisation appliances worldwide. The solution is managed by BT people onsite at CLSA in Hong Kong.

Value

CLSA has successfully consolidated its IT assets, while maintaining high speed services for employees worldwide. The company has not only seen much higher IT efficiency, but also improvements in internal and external user satisfaction. With the new consolidated infrastructure, its people can collaborate across the enterprise, whether they’re in the office or on the road, leading to improved productivity. Meanwhile, with better network performance and lower costs taken care of, the IT team is able to focus on more strategic goals such as regulatory compliance, information security, and cloud computing.

“Our company relies upon email for billions of dollars worth of trading activity every day,” says Dr. Scheckler. “With BT managing our WAN, and Riverbed accelerating our applications traffic across it, we no longer get complaints about application performance from anyone.”

Speedy payback on the BT Riverbed WAN optimisation solution was helped by cost avoidance of network upgrades in places where bandwidth is at a premium, such as the Philippines and Indonesia. “WAN optimisation helps us deliver improved application performance, while making savings through reduced bandwidth needs,” concludes Dr. Scheckler. “I estimate that we have cut costs by 35 per cent overall, while deferring costly IT projects by extending the life of our IT infrastructure.”

Core BT services

- Outsourced MPLS WAN with five-nines availability, covering 15 countries (13 in Asia) including on-site BT network management personnel in Hong Kong providing network support for CLSA WAN and LAN requirements.
- Network design, construction, and management of the 500m² primary regional data centre facility in Hong Kong.
- Management of the Riverbed Steelhead WAN optimisation appliances and Riverbed Central Management Consoles
- BT Counterpane and security services, including managed firewalls, intrusion detection, and penetration testing of critical networked IT assets