

Robic Case Study

Industry: Legal and intellectual property services

Challenges:

- Internet access to 3rd party and government resources is critical for day-to-day operations
- The company depended on a single Internet service provider link
- Timeliness of communications, including email, was critical since Robic's customer requests are managed by schedules and critical deadlines
- Web-based customer application availability and Internet services were restricted to a single link

Solution:

- The Elfiq Link LB-550E provides the bandwidth, processing power and flexibility required to manage the two links needed to maintain an efficient operation
- A second link from an alternative ISP provider using a different network and technology has been selected to ensure maximum reliability in case of link failure
- The LB-550E's LAN Failsafe feature will keep traffic flowing even if the unit loses power
- Elfiq's professional services were retained to ensure rapid and efficient deployment

Benefits:

- Robic's Internet access has been uninterrupted since the installation of Elfiq's LB-550E and Robic now operates with two Internet links guaranteeing uptime
- Web-based applications now perform optimally
- Email communications with customers are no longer impacted by connectivity issues

“The Elfiq unit is exactly what we were looking for. Internet access is crucial for our business and the dependence on a single link was an issue the LB-550E helped us resolve elegantly, and Elfiq's team did fantastic work putting everything in place.”

Régent Gaufreau
Director, Information Technology
LEGER ROBIC RICHARD, LLP

Overview

LEGER ROBIC RICHARD, LLP (Robic) is an internationally renowned multidisciplinary firm in the field of intellectual property, utilizing a team of lawyers, engineers and scientists to deliver services. With over 160 employees, Robic is the leading firm in its field.

To deliver these services, Robic relies heavily on email and the ability to access online information, databases and also offers their customers access to custom-built web-based applications.

Challenges

Since Internet access is critical, the single-link approach used at Robic raised two issues. The first was ISP downtime where no failover was available, and the second was the occasional link saturation, causing Internet traffic to operate at less than optimal performance.

Customer access to their records at Robic was also impacted by these two issues, along with critical internal user services such as email access and virtual private network (VPN) availability.

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Solution

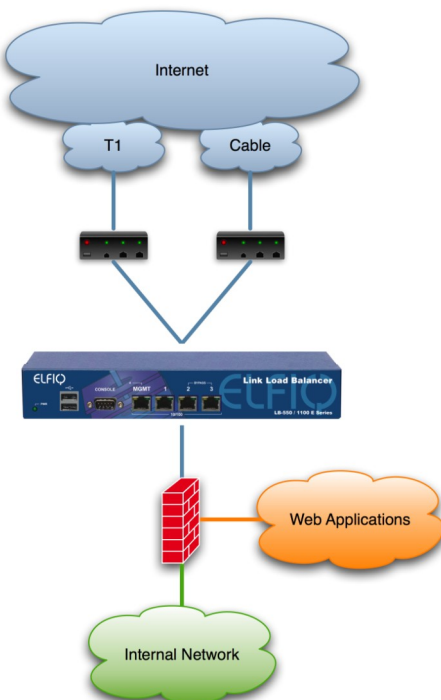
To meet internal and external demands, Robic explored how they could make their Internet access more reliable. Elfiq was short-listed for this project due to the firm's expertise and reputation.

After a needs and features analysis, the LB-550E was chosen for its performance and flexibility. Another selection factor was the unit's LAN-Failsafe feature, enabling traffic to flow through even should the unit lose power, maintaining connectivity for all users.

The LB-550E's upgradeability to its sibling the LB-1100E is considered important for Robic. Organizational growth may require adding more links in the future and budgets have been respected.

Elfiq's professional services were retained to deploy the unit. Key activities included planning of incoming balancing, link and DNS strategy, algorithm optimization and online service management.

Overview of Robic's Elfiq Implementation

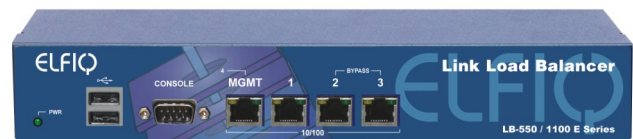


Benefits

Now that the Elfiq LB-550E unit is installed, Internet access has been consistently fast and reliable and Web-based services have been consistently available at the expected performance.

Email communications are more reliable, ensuring that customer expectations and deadlines are met.

The IT department can now focus their time and resources on other projects, knowing that bandwidth availability is optimal with Elfiq's LB-550E, its LAN Failsafe feature and two Internet links from two different providers using two different technologies.



Elfiq Link LB-550E

Maximum number of WAN links	2
Maximum throughput	30Mbps
Maximum number of concurrent sessions	32,000
Seamless integration	Yes, standard
Intelligent Service Vericator	Yes, standard
Intelligent DNS	Yes, standard
LAN Failsafe	Yes, standard
Denial of Service protection	Yes, SessionGuard standard
Maximum number of VFIs	1
Format	Desktop unit with rack mounting brackets
Upgradability to LB-1100E	Yes, standard

To learn more about how Elfiq Networks can help your organization maximize its IT infrastructure please contact us at: sales@elfiq.com • www.elfiq.com • 888-GO-ELFIQ • (+1) 514-667-0611