

# CASE STUDY: JEO CONSULTING GROUP, INC.

## IN BRIEF

### Industry

- Professional Services (Engineering, Architecture, Survey, and Planning)

### Challenges

- Accelerate access to large design files and project documents everywhere
- Provide LAN-like access to data for users at home and on the road

### Solution

- A Steelhead appliance was deployed in each of nine offices
- Steelhead Mobile deployed to over 40 laptops and one very small branch office

### Benefits

- Real-time collaboration possible for users everywhere
- Employees at hotels, customer sites, or branch offices have LAN-like access to files and data
- Small offices can be deployed with no additional IT infrastructure

## Riverbed Steelhead® Appliances and Steelhead Mobile Accelerate Consulting Firm

For over 70 years, JEO Consulting Group, Inc. has been focused on delivering viable engineering solutions to customers across the Midwest. JEO is a full-service firm, offering engineering, architecture, surveying and planning to hundreds of clients. JEO has a number of successful practices, including transportation, utilities, land development, environmental design, topographic surveys, and more. With 10 locations across Nebraska, Wisconsin, and Iowa, JEO serves the needs of a broad range of customers.

### Challenge: Enabling Collaboration for a Workforce that's Everywhere

As a consulting and engineering firm focused on high-quality service, JEO uses technology to make sure its engineers, architects, and planners have the best possible resources needed to complete their projects. "We take pride in completing projects on time, no matter what it takes," noted Travis Klasna, CAD Manager for JEO. "Given that we have engineers, planners, and architects spread across multiple states, we depend on our wide-area network infrastructure to link them all together.

"But we were having a lot of challenges in collaborating and sharing information over the WAN. CAD documents, which could be 100 megabytes or more in size, would take too long to send from one office to another," continued Klasna. He had heard that there were solutions to address performance issues between offices, but Klasna knew that the challenge went beyond branch offices.

"Our workforce was also becoming more mobile," he added. "Planners could be at a customer site or on a project. Executives are always on the road. Additionally, many engineers want to work from home. But trying to download a set of project files from home could take an engineer 60 minutes or more. As a result, they would often burn a CD at the office, but that meant people could now be working on different versions of a file." Klasna wanted to find a solution that could enable LAN-like application access and file sharing no matter where employees happened to be.

"Of course," Klasna continued, "this wasn't just about one application. While many of our engineers use AutoCAD products like Civil3D, and Land Desktop, we use many more applications across our organization. In order to complete a project, we may often use Bentley Microstation, Adobe InDesign, ESRI products, and Microsoft Office."

### Solution: Steelhead Appliances and Steelhead Mobile Provide a Complete Solution

Klasna, along with the IT team at JEO, considered their alternatives to solving this problem. "We considered adding more bandwidth, but we knew that would only provide some limited gains for our branch offices. It wouldn't address the issue of latency, though, and it certainly wouldn't make a difference for mobile workers."

"Then one of our resellers introduced us to the Steelhead solution from Riverbed. Based on Riverbed's technology, it seemed like they could really address the combined issues of bandwidth constraints and latency. Not only that, our research indicated they were the clear leaders in this space. We decided to bring the products in-house to test them and see what they could do in our environment."

Klasna not only tested the Steelhead appliance product, but eventually became a beta tester for the Steelhead Mobile client as well. "For us, a solution for the mobile worker wasn't a nice-to-have. We needed to have it to enable our employees to work from everywhere. Because Riverbed had such a widely adopted solution to begin with, it made sense for us to test their new mobile product as well."

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### Benefits: Real-Time Collaboration Everywhere

Riverbed Steelhead appliances and Steelhead Mobile have enabled JEO's consultants to focus on delivering the best possible work to their clients without enduring frustrating downtime, poor application performance, or lapses in communication. Klasna commented, "The results were pretty amazing for both products. Basically, our employees in all our branch offices can share data now as if they were in the same place. It doesn't matter if it's a CAD file, design documents, or a project folder, it just takes them seconds to complete a warm transfer among offices. That type of transfer could have taken 30 minutes or more before we had Steelhead appliances.



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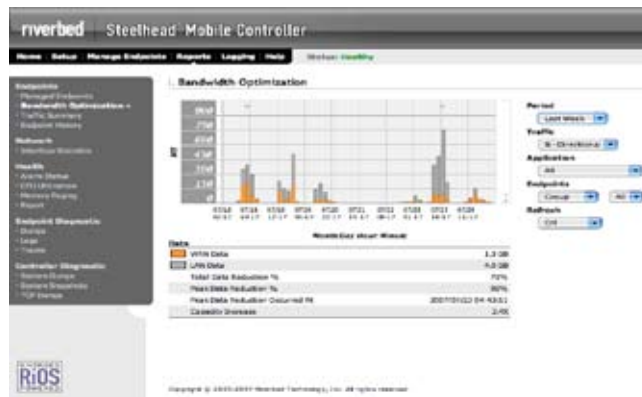
### SUMMARY

JEO Consulting Group, Inc. was looking for a solution that would allow their distributed workforce to have LAN-like access to files and data no matter where users happened to be. They needed a solution that would work for branch offices as well as employees on the road, at customer sites, or working from home.

After considering alternative approaches, JEO chose the Riverbed Steelhead wide-area data services solution. The combined solution of Steelhead appliances for branch offices and Steelhead Mobile for users out of the office provided them with the complete solution that they needed.

With Steelhead appliances and Steelhead Mobile, JEO's engineers, planners, architects and executives have accelerated access to the freshest data, regardless of their location. Employees can work more collaboratively, ensuring that their projects are completed on time and with the best information available.

"In some cases Steelhead Mobile was even more impressive. Downloading a 110 megabyte project folder from home on a DSL connection could take about 60 minutes. With Steelhead Mobile, I completed that transfer in about a minute and a half. Not only that, some of our users are seeing as much as 75% less data going over their Internet connection. That really makes it possible to work productively over a home DSL line or a hotel Wi-Fi connection."



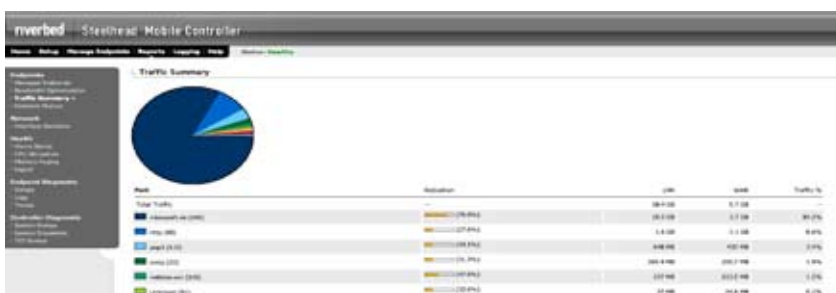
"And one more thing about Steelhead Mobile," Klasna added. "It's enabled us to deploy remote offices in a new way. We have some small offices such as Hastings, Nebraska that aren't large enough to warrant an appliance deployment. But with Steelhead Mobile, we don't need to put any IT infrastructure out there at all. The users simply have their laptops, a DSL connection, and

Steelhead Mobile software. They get LAN-like access to company data, and we don't have to manage any infrastructure. That's pretty powerful for us."

### Management: Maintaining the Riverbed solution

Klasna was enthusiastic when it came to the management capabilities of the Steelhead appliance and Steelhead Mobile. "One of the key characteristics of Riverbed's solution is that it is really easy to manage. Whether you're talking about the appliances or the mobile solution, they are a snap to get up and running in your network, and then even easier to manage over time. For example, both Steelhead appliances and Steelhead Mobile use auto-discovery technology, which allows Riverbed devices on the network to find each other, without me having to do any manual configuration. They also have built-in failover and fail-to-wire capabilities, which is great.

"I also love the reporting. One of the great things about Steelhead Mobile reporting is that Riverbed was smart enough to leverage the existing interface for Steelhead appliance reporting. That means I was able to pull the same information for my Mobile deployment without any significant learning curve.



Klasna concluded, "Overall, Riverbed has managed to deliver both the need to offer LAN-like performance to my users, no matter where they are, while making it easy for me to manage the whole system. That's a winning combination."

### About Riverbed

Riverbed Technology is the performance leader in wide-area data services (WDS) solutions for companies worldwide. By enabling application performance over the wide area network (WAN) that is orders of magnitude faster than what users experience today, Riverbed is changing the way people work, and enabling a distributed workforce that can collaborate as if they were local. Additional information about Riverbed (Nasdaq: RVBD) is available at [www.riverbed.com](http://www.riverbed.com).

Riverbed Technology, Inc.  
199 Fremont Street  
San Francisco, CA 94105  
Tel: +1 415 247 8800  
Fax: +1 415 247 8801  
[www.riverbed.com](http://www.riverbed.com)

Riverbed Technology Ltd.  
1, The Courtyard, Eastern Road  
Bracknell  
Berkshire RG12 2XB  
United Kingdom  
Tel: +44 1344 354 910

Riverbed Technology Pte. Ltd.  
350 Orchard Road #21-01/03  
Shaw House  
Singapore 238868  
Tel: +65 68328082

Riverbed Technology K.K.  
Shiba-Koen Plaza Building 9F  
3-6-9, Shiba, Minato-ku  
Tokyo, Japan 105-0014  
Tel: +81 3 5419 1990