

Hines & Associates: Juniper Networks Provides Fast VoIP and Citrix Relief for Healthcare Management Firm

**Business Profile:**

Hines is a nationwide healthcare management firm headquartered in Elgin, IL. The company serves patients and their employers from 25 offices nationwide.

Industry:

Healthcare

Challenges:

Hines hoped to reduce communications costs by deploying Voice over IP (VoIP) among its offices in Illinois, Iowa, and Virginia. But VoIP call quality suffered when call volume was high, and the company also had problems with Citrix application printing.

Solution:

Hines installed Juniper Networks WX™ 20 application acceleration platforms at its five VoIP-enabled offices to eliminate application performance problems.

Benefits:

The WX 20 platforms eliminated the company's voice quality and printing problems, and their monitoring features allowed Hines to discover and eliminate unauthorized traffic impacting WAN performance.

Company:

Founded in 1987, Hines & Associates is a healthcare utilization review and case management firm that helps its customers – enterprises, insurance companies, municipal governments, and other large organizations – conserve healthcare dollars. Hines is headquartered in Elgin, IL with 25 offices nationwide. To support its customer contacts, the company maintains call centers in Elgin and Rockford, IL.

Customer Challenges:

Hines must ensure quality telephone communications with its customers and their employees, but it must also control costs. Hines deployed IP PBX equipment at its call centers and three other offices, but voice quality varied with call volume. The company also experienced printing problems with its Citrix application. Hines investigated upgrading the five WAN connections at these offices and adding a T1 line, but the cost was an additional \$48,000 per year.

Juniper Networks Solution:

Hines installed Juniper Networks WX 20 application acceleration platforms at the five VoIP-enabled offices and the voice call quality and printing problems immediately disappeared. The Juniper Networks gear's plug-and-play installation made it possible to eliminate performance problems at each location, and provided ample capacity for additional traffic over time.

“Juniper Networks gave four-and-a-half times the capacity without a network upgrade, so it pays for itself in less than a year and our existing network can now support twice the VoIP traffic with telco-grade quality.”

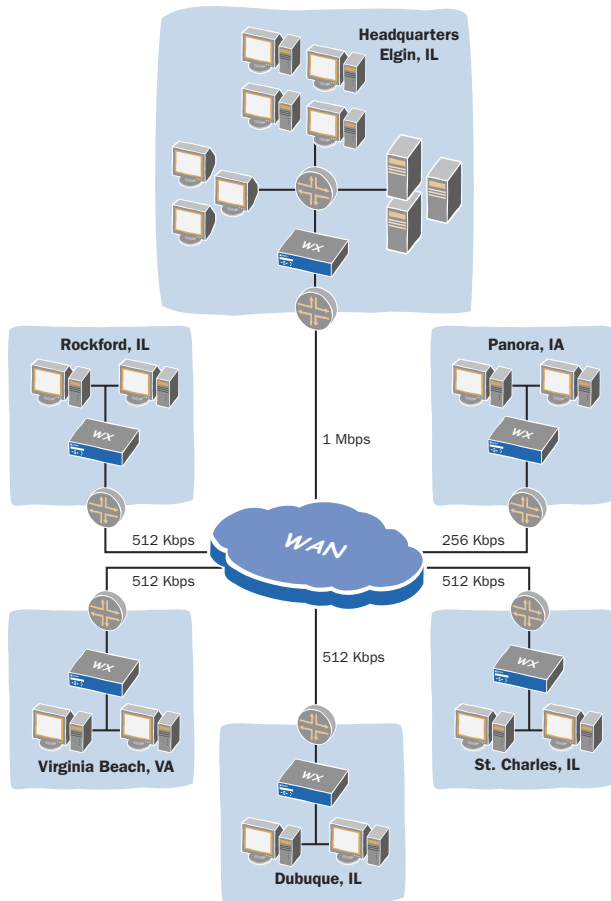
Carl Valiulis
IT Director
Hines & Associates

Alternatives Considered:

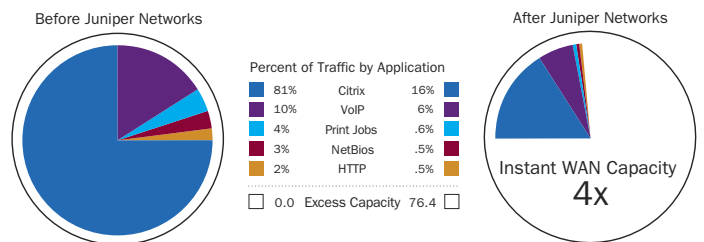
Hines considered upgrading five WAN connections and adding another router at its headquarters to support a second T1 line at a cost of \$48,000 per year. Hines also considered using router-based compression and QoS features to manage the traffic flow, but found that router-based compression reduced WAN traffic by only about five percent, while the router's compression and QoS mechanisms were expensive to set up and administer.

Juniper Networks Benefits:

The WX 20 units have eliminated VoIP and Citrix performance problems on the network while delivering enough bandwidth for significant future expansion of data and voice traffic on the WAN. Hines used Juniper Networks' traffic monitoring and QoS tools to quickly prioritize VoIP and Citrix traffic. The monitoring tools also revealed that a virus had invaded Hines' IP network, causing massive traffic increases that also affected VoIP and Citrix performance. Now, the IT staff uses Juniper Networks equipment to monitor the WAN for unauthorized traffic before it affects call quality or other applications.



Hines & Associates deployed five Juniper Networks WX 20 application acceleration platforms at its VoIP-enabled offices to ensure high-quality calls regardless of call volume.



Hines dramatically improved VoIP and Citrix performance with Juniper Networks by solving capacity, QoS and virus issues on their network.



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