

## Juniper Networks Speeds mySAP Human Resources Application for Major Retailer

### Key Challenges:

- Major Midwestern retailer migrated to mySAP HR for 2000 store locations
- Slow application access limited usefulness and utilization of mySAP HR applications

### Key Benefits:

- Reduced average page download times by 50%
- Cut bandwidth usage by 65%, eliminating the need to upgrade Frame Relay network
- Increased application utilization across 2000 locations

A major Midwestern retailer wanted to replace disparate human resources systems with a single unified solution that would grow and evolve along with the company. The solution needed to be comprehensive, enabling store managers to submit payroll information, update general human resources administration data, complete employee reviews, conduct online training, and more. Additionally, with more than 2000 retail locations, it was imperative that the solution be Web-enabled, quickly and easily allowing user access through a standard Web browser.

The retailer found the right solution in the mySAP Human Resources (mySAP HR) application suite. The application suite met current and future functional needs, and the 56K frame-relay network connection available at each store would provide employee access to mySAP HR, the company portal \_ and numerous other applications \_ via a standard Web browser.

### Complaints Poured in Immediately

After making a multimillion-dollar investment in mySAP HR, the human resources applications were deployed to all 2000 store locations. Immediately, complaints from the retail stores began to pour in. Access to the mySAP HR applications was simply too slow. Other applications running on the same network were easily accessed, but the new HR applications were frustrating users and could not be fully utilized because downloading pages took too long. In fact, users were so frustrated by the slow access that they actually resorted to using fax machines to send in timesheet information for payroll processing, rather than struggle with the mySAP HR application online.

Rapidly responding to these customer satisfaction and application usability issues, a team began tuning the application for faster performance. Bandwidth limitations were also considered as a possible reason for the slowdown, so an investigation into upgrading the Frame Relay network was initiated.

Six months later, the performance tuning work was coming to an end with limited success. Access was somewhat faster, but the improvement was not significant enough to change user attitude or behavior. Additionally, the results from the Frame Relay upgrade investigation showed that this option was extremely expensive and time-consuming.

Around this time, an alternative solution was discovered: the DX™ application acceleration platform from Juniper Networks. Recently deployed by a separate division of the retail company for mySAP portal and finance applications, the DX platform offered a combination of compression, load balancing, secure sockets layer (SSL) offload and acceleration, Transmission Control Protocol (TCP) connection management, and response buffering that had the potential to quickly deliver the necessary performance improvements.

### Download Times Faster, Bandwidth Usage Reduced

In December 2003, the retailer installed DX 3250 appliances as new “application front ends” for the mySAP Web servers. The DX 3250 platforms were up and running within a couple of hours, and the benefits were immediately apparent.

Download times were cut in half, providing a remarkable increase in application usability. Additionally, bandwidth utilization for the mySAP HR applications was reduced by 65 percent, eliminating the risk of overloading the Frame Relay network and avoiding the expense of upgrading the network itself.

With the DX platform, this major retailer was able to fully realize the business process and financial benefits of their mySAP HR applications. Speeding performance enabled full utilization of the applications at all 2000 locations. In addition to optimizing business processes, the DX platform delivered further cost savings related to HR administration, payroll communication and production, and personnel training.



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