

EUREKA SOFTWARE LTD

**RM plc uses jetNEXUS, to
dramatically accelerate and enhance
their Extranet and Exchange 2000**

Authorised jetNEXUS Reseller

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Eureka software

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A METAL MINDS CUSTOMER SUCCESS STORY



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RM plc is the UK's leading supplier of software, services and systems to the education sector. Established in 1973 there are over 1200 permanent employees with offices in Oxford, Glasgow, Cheadle and Otley, as well as Perth, Australia. RM also employs numerous sales and support staff who are field based.

The Situation

RM plc has developed its own browser based Customer Relations Management (CRM) system. The application holds records of Contacts, Quotes, Orders, Contract Details, Support Calls, Hardware Information, large projects, Customer Care issues and Sales Information.

As the CRM was developed it became apparent that RM field staff could provide better customer service with access to the CRM information when on site. The solution was to make the CRM available via an Internet based extranet. RM realized that the bandwidth available to most Internet connections would not be sufficient for the application.

The complexity of the application with approximately 1600 ASP pages and

over 800 Com objects made a rewrite difficult and potentially expensive, so RM looked for an alternative solution.

The Solution

After consideration of a number of possible solutions it was decided to implement http compression on the IIS servers that provide the application across the RM extranet. This was the most efficient and simplest means of enhancing and deploying the existing CRM; as no application re-writes were required.

After an exhaustive testing and selection process, jetNEXUS was chosen.

The Impact

jetNEXUS was installed on the dual processor IIS servers and the results were immediate and dramatic. Performance improved to the extent that no redesign was needed and all RM CRM field users were able to use the application more efficiently over limited bandwidth links. Overall compression levels of **60%** are routinely achieved with little impact on the web servers.

The ability to use the CRM system at customer sites or at home via a modem significantly improved productivity of

Challenge

To dramatically improve response times of CRM system for field sales and service staff using low bandwidth connections.

Strategy

Deploy jetNEXUS to compress the Web pages thereby reducing the amount of data sent over the Extranet.

Results

Response times reduced so that the system is now usable by field personnel.

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field engineers. Feedback shows that the extranet solution is as effective as the LAN based solution.

Why not Exchange as well?

Having seen the benefits of compression on their CRM application over the extranet, RM once again turned to jetNEXUS when they experienced some performance issues with email being accessed over the Internet. RM's upgrade from Exchange 5.5 Outlook Web Client to Exchange 2000 caused some dissatisfaction with users of low bandwidth links. Although the 2000 version had a much richer interface, the users accessing their email via modems and ISDN were experiencing slower response times than the previous Exchange 5.5 version.

Same Solution Again!

RM deployed jetNEXUS on the Outlook Web Access 2000 server and once again saw immediate and dramatic speed improvements. User issues dropped almost to zero proving that you can have a rich interface and performance by using compression. The download speed improvement is enormous with RM seeing a page that used to take **20 seconds** downloading in **3 seconds** after jetNEXUS installation.

JetNEXUS can also compress other MIME types such as Word and Excel which in MS Exchange would appear as attachments to the emails.

About jetNEXUS

jetNEXUS for IIS - is a software solution that installs onto your MS Exchange/MS IIS web server.

JetNEXUS Server - is an Appliance that can sit in front of any Webserver.

jetNEXUS compresses content to browsers capable of displaying compressed content, which include Internet Explorer v4 and above, as well as Netscape v4 and above.

The base page, JavaScript and style sheets that are compressed can make up a very large proportion of a page meaning that compression rates of 50% or greater are not unusual. Compression takes a few milliseconds and uses very little server capacity. Browsers receive compressed content in a format that they recognise so no decompression plug-ins are needed. Compression takes place prior to any SSL encryption, which means sites using SSL will see a further enhancement, as there is less data to encrypt.

Challenge

To dramatically improve response times of Exchange 2000 for field sales and service staff using low bandwidth connections.

Strategy

Deploy jetNEXUS to compress the email and attachments thereby reducing the amount of data sent over the Extranet.

Results

Response times reduced from 20 secs to 3 secs so that the system is now usable by field personnel.