

EUREKA SOFTWARE LTD



**jetNEXUS Reduces Response Times  
From 12 Seconds to 4 Seconds**

**Authorised jetNEXUS Reseller**

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**Eureka software**



## jetNEXUS Dramatically Improved Response Times For Users Of Wakefield MDC Websites

Wakefield is one of the five metropolitan districts in West Yorkshire and is situated at the crossroads of the UK's transport network of the M1 and M62. It covers an area of 336 square kilometres and is made up of over forty towns and villages. The district's main population centres include Wakefield City, Horbury and Ossett, in the northwest, Hemsworth, South Elmsall, South Kirkby and Upton in the southeast and the Five Towns of Pontefract, Normanton, Featherstone, Castleford, and Knottingley in the northeast. The District has over 315,000 residents.

Like all Local Government organisations they are working towards the Government's target for e-enabling services. As a result there is a much greater emphasis on the Websites provided by the Council. An example of this, is that Wakefield improved its performance on the E-Government indicator (BV157) by 40% in 2002/3 by providing over 95% of its information on

services to citizens over the web site.

Wakefield MDC have been working to improve the quality of their Websites for

### Challenge

improve citizen response times

### Strategy

Deploy jetNEXUS to compress the Web pages thereby reducing the amount of data sent to the customer and so improve response times

### Results

Typical response times over dial-up connections were reduced from 12 secs to around 4 secs

their citizens. This has meant among other things looking at removing errors, looking at accessibility for disabled users and at the sites' performance using tools such as the SiteMorse service. Many Local Government sites are measured against these criteria and league tables are produced ranking sites against each other (produced monthly by B2W).

The Wakefield sites ([www.wakefield.gov.uk](http://www.wakefield.gov.uk) and [www.wakefield.org.uk](http://www.wakefield.org.uk)) are maintained in-house and a great deal of emphasis is put on the usability of the sites. Due to their recent efforts they now consistently have ZERO errors on their sites and have looked at ways of

improving response times for their users.

“There’s a lot of information we need to make available to our citizens and this can mean that some of our web pages can be quite large.” says Mark Purdy, e-Government Officer at Wakefield MDC. “Like any organization that’s trying to encourage people to transact business via its website, we need to ensure that the facility is convenient, accessible and effective.” The user experience is a large part of this and for dial-up users, in particular, where performance is an issue, it’s the “last mile” that counts. So the important thing is the amount of data you’re sending down the wire and not just how much bandwidth you deploy.

Wakefield were looking at products that would assist them in their drive to improve actual response times to their citizens via the Web. Eureka Software provided Wakefield with jetNEXUS the web page compression product.

“Eureka provided us with a report estimating the amount of compression we should achieve. At 83% it was definitely something we needed to evaluate.” observed Purdy. No one in the department had heard of the

technology before Eureka introduced them to jetNEXUS. Wakefield looked at the other big name users of the product, such as LloydsTSB, William Hill and Pilkington Glass, and it’s ease of implementation and decided to evaluate it. “Loading the software was simplicity itself. We loaded it onto a test server for a few days to make sure it didn’t affect any of our systems and then moved it onto the live system. The savings were indeed around 83% and our own tests showed considerable improvements in response times. On a typical 56k dial-up connection, we saw average overall page load time drop from around 12 sec to around 4 sec.”

All the main Browsers handle jetNEXUS compression with no plug-ins required, which is a big plus point.

“The citizens are already seeing an improved response due to the 5 fold increase in download speed and we saw our SiteMorse ranking for speed improve by over 100 places.” concludes Purdy.

#### Quotes

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