

# EXPAND OPTIMIZES VIRTUAL APPLICATIONS FOR HEALTHCARE REALTY AND SUBSTANTIALLY BOOSTS OVERALL ACCESS AND PERFORMANCE FOR EMPLOYEES

## Beats Cisco in Head to Head Comparison



### IN SUMMARY

- Virtual Desktop Infrastructure (VDI) applications are able to be instantly accessed by remote employees, aiding in overall collaboration and productivity
- 800 to 900% faster acceleration for Citrix-related applications
- Over 1000% faster acceleration for RDP-related applications

### TECHNICAL OVERVIEW

- Reducing circuit size has in turn reduced telecom spend
- TCP/IP Header Optimization has greatly improved user experience by stripping headers off packets, bundling them and optimizing WAN traffic flow

### PROFILE

Healthcare Realty Trust, listed on the New York Stock Exchange (HR), is a real estate investment trust (“REIT”) that integrates owning, managing and developing properties. Healthcare Realty Trust’s real estate portfolio is currently comprised of six different facility types, located in 24 states, totaling approximately 10.8 million square feet. They have 35 management offices spread out from the US East Coast all the way to Hawaii.

Founded in 1992, Healthcare Realty sought to differentiate itself from typical medical real estate firms. As a non-sponsored real estate investment trust (i.e., the Company was not divested from or affiliated with any other organization), the Company attracted an independent board that includes among its members healthcare, real estate and finance professionals. Together with the Company’s management team, they formulated a strategy that viewed real estate from a long-term, business perspective that balanced the interests of health systems, physicians and the Company.

“The files, quite simply, downloaded much more quickly using Expand’s products,”

- Robert Dillard, Network Operations Manager, HealthCare Realty

### THE CHALLENGES

With many remote users, and with the need to collaborate in real-time and share very large legal files over the Wide Area Network (WAN), Virtual Desktop Infrastructure (VDI) came to have particular importance for the company. WAN traffic problems, however, only got worse as the company’s remote offices grew. They specifically needed a way to optimize and accelerate VDI over Microsoft Terminal Services RDP and Citrix/ICA protocols.

“Our pain points were severe,” said Robert Dillard, Network Operations Manager for HealthCare Realty. “We desperately needed a way for our MPLS traffic to be more visible and more manageable. In addition we needed a way to reduce latency for VDI for remote users.”

## WEB LINKS

- Learn about our solutions  
[www.expand.com/solutions.aspx](http://www.expand.com/solutions.aspx)
- Learn about our products  
[www.expand.com/products.aspx](http://www.expand.com/products.aspx)
- Learn about our WAN Monitoring Tool  
[www.expand.com/wan-tool.aspx](http://www.expand.com/wan-tool.aspx)

## THE SOLUTION

The two companies whose WAN Acceleration products they considered were Cisco and Expand Networks. However, in head to head comparison tests that Dillard ran with Cisco and Expand products, he found Expand to have a far more superior solution which solved their WAN traffic problems. Expand also came out significantly ahead with their Wide Area File Services (WAFS) product.

“The files, quite simply, downloaded much more quickly using Expand’s products,” said Dillard. “With large legal files that are constantly accessed in remote situations via VDI, it is crucial that delays do not interfere with day to day work.”

In addition, the very scaleable features of Expand’s product, and the ease of installation impressed Dillard. The hands-on customer support was also an important factor for Healthcare Realty. “Expand technical staff were readily available at any time to answer questions, and their level of technical knowledge was superb” said Dillard.

## THE RESULTS

With the Expand product, overall performance improvements have been dramatic. For Citrix related applications, Dillard estimates about 800 to 900% improved network utilization, with response times for Citrix and RDP being 5 to 10 times faster. Dillard was also impressed with the product’s overall abilities related to QoS and traffic shaping, web caching and data replication.

“Expand’s product has a full and very rich feature set, which was also important to us,” said Dillard. “It is very easy to modify, is intuitive, and there is no ‘rip and replace’ involved when your IT requirements grow. It’s merely a license upgrade, which is a huge convenience.”

HealthCare Realty has Expand 4930s installed at their branch offices and a 6940 at the corporate head office.