

## PARMALAT LTD.

Global Dairy Distributor Milks Optimum Network Performance,  
Accelerating Applications and Satellite Communications



### IN SUMMARY

- Network acceleration for all business operations
- Consistent access to business critical applications
- Fast and secure communication between sales, production and logistics departments, maintaining Parmalat's market leadership position

### TECHNICAL OVERVIEW

- Reduced requirement for bandwidth whilst increasing user satisfaction
- Removed high latency and packet loss issues over satellite links
- QoS techniques have prioritised ERP applications, keeping them free from congestion
- Improved network performance of up to 300%

### PROFILE

Established in 1961, Parmalat (PTY) Ltd. is one of the leading worldwide producers and distributors of milk and mainstream dairy products with annual revenues of over €3.9bn. Parmalat Group operates in over twelve countries across the world and employs over 14,000 staff.

### THE CHALLENGES

Operating in the competitive FMCG industry (FMCG stands for Fast Moving Consumer Goods: the things you buy on a regular basis at places like your local supermarket.), Parmalat requires fast and secure communication channels across its supply chain. To guarantee its network throughput achieved its maximum potential, Parmalat's latency and congestion issues experienced over the WAN needed to be addressed.

The cost of consistent bandwidth upgrades is too prohibitive in South Africa to be a real consideration, so Parmalat sought a more cost-effective solution to meet its network performance needs.

Igshaan Jackson, IT Infrastructure Manager at Parmalat SA comments, "In our business, we run a centralized ERP system, centralised reporting, and do Oracle replication over the WAN and therefore rely heavily on bandwidth for all our day-to-day operations. We quickly realised that we needed an alternative solution that could provide the capacity we needed to ensure our business operations could run as smoothly as possible."

### THE SOLUTION

After extensive testing and POC's, Jackson and his team chose Expand Network's Accelerator platform for its superior acceleration and QoS capabilities.

**“I found we could apply the same proven technology to the satellite environment and achieve the same results. With this, the delays in file transfers and response times would no longer be an issue – making a perfect addendum to the network optimisation solution.”**

Igshaan Jackson, IT Infrastructure Manager, Parmalat SA

## APPLICATIONS

- Citrix
- Oracle
- Microsoft Exchange
- Bespoke HR system

## 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  
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Parmalat SA deployed Expand's Accelerator platform across all its remote sites, reaching over 1,000 employees. The integrated WAN optimisation technology within Expand's platform enabled Parmalat to immediately compress and accelerate traffic across the WAN.

The QoS techniques prioritised Parmalat SA's ERP applications to guarantee support by the necessary bandwidth, keeping them free from congestion, whilst acceleration techniques were used to overcome latency issues experienced across office sites.

## THE RESULTS

By implementing Expand's platform, congestion and latency issues were immediately addressed and Parmalat's employees have grown accustomed to the new levels of speed and access that the technology has introduced to the company

Following on from the overwhelming success of Expand's technology across the organisation, Jackson further identified some problematic network areas in neighbouring countries, Mozambique, Namibia and Botswana.

Employees' limited access to applications due to high latency and packet loss over satellite networks meant that bandwidth capacity was becoming an increasing concern for some of Parmalat's additional sites located across Africa. Looking to replicate the success of the Expand solution, Jackson looked at how it could be applied to the specific satellite problems being encountered at the additional sites across the continent.

He continues, "It was when faced with the network performance problems in Africa that I discovered Expand's advanced capabilities in the satellite arena. I found we could apply the same proven technology to the satellite environment and achieve the same results. With this, the delays in file transfers and response times would no longer be an issue—making a perfect addendum to the network optimisation solution."

After fully utilising all Expand's WAN Optimisation capabilities, and after the successful completion of a prototype in one of the most challenging sites in southern Africa, Parmalat's workforce is already benefitting from an improved network performance of up to 300%.

## LEARN MORE

Some of the best-known names in financial services, manufacturing, retail, health care, as well as leading government agencies and the military, rely on Expand Networks for optimised network infrastructures and superior applications performance. For more information on how Expand solutions can benefit your company, contact your local Expand representative today or visit us at [www.expand.com](http://www.expand.com).