Virtela™
An NTT Communications Company

Shaklee Speeds Application Performance 8X, Improves Global Workforce Productivity

CHALLENGE

DELIVERING HIGH-PERFORMANCE APPLICATIONS ANYWHERE, ANYTIME

Since opening its first international site in Japan in 1975, Shaklee has been on a mission to take its message of health and prosperity around the globe and to become the leading natural nutrition company in the world. With operations in seven countries, Shaklee relies on technology to connect its staff and distributors globally and effectively deliver the applications that help the organization serve its customers and grow revenues.

However, expansion in Asia and other high-growth regions presented some challenges for Shaklee:

- ⮕ Increased network traffic
- ⮕ WAN latency
- ⮕ The huge costs associated with building and maintaining a global network infrastructure to deliver data, voice and web applications

Shaklee needed some new expertise to not only enhance and manage its expanding network footprint, but to deliver network innovation to elevate operations globally.

SOLUTION

A SMARTER APPROACH TO ENTERPRISE NETWORKING

Shaklee depends on Virtela globally for its Network, Application Acceleration, Remote Access and Security Services. Notes Chris Jones, chief technology officer at Shaklee:

"Within 60 days, Virtela rolled out services to all of our offices worldwide, which was impressive. Given our experience, other providers would have easily taken 6 months to a year."

Virtela provides Shaklee an alternative to traditional network providers, with global coverage and an innovative cloud-based network that enable Virtela to synchronize key application data between the company's California headquarters and facilities around the world. Virtela's Enterprise Services Cloud (ESC), globally distributed Local Cloud Centers (LCCs) and cloud-based Application Acceleration Service provide a growing Shaklee staff faster access to vital applications and files, such as Microsoft SharePoint, Microsoft Office 365, order entry systems, commission systems and web conferencing—anywhere, anytime.

"The innovation behind Virtela's Virtualized Overlay Network, cloud platform and Application Acceleration Service, combined with a highly proactive support team, helps ensure uninterrupted order processing and revenue streams," says Jones.

Shaklee®
Creating Healthier Lives™

Founded in 1956, Shaklee Corporation is a leading provider of premium natural nutrition, personal care, and environmentally friendly household products and advanced air and water treatment systems. Shaklee has operations in the U.S., Mexico, Canada, Japan, Malaysia, Taiwan, and China and has more than 1.2 million members and distributors around the globe.

RESULTS SNAPSHOT

8X IMPROVEMENT IN APPLICATION PERFORMANCE

GLOBAL NETWORK PROVISIONING AND IMPLEMENTATION IN LESS THAN 60 DAYS

FLEXIBILITY AND SCALABILITY NOT POSSIBLE FROM TRADITIONAL NETWORK PROVIDERS

RESULTS

8X IMPROVEMENT IN APPLICATION PERFORMANCE

Shaklee's focus on regionally consolidating its data centers and IT infrastructure began in Asia, where the company has multiple sites. With close to 200 employees in Japan, more than 250 in China and staffs elsewhere in the region, Shaklee put increased demands on its network in Asia. Virtela brought new life to Shaklee's application environment by:

- ➡ Reducing WAN latency
- ➡ Enhancing in-house and SaaS application performance
- ➡ Improving staff productivity

"Virtela was able to turn on cloud application acceleration within hours, instantly delivering an 8X performance improvement between key operations in Asia-Pacific and our U.S. headquarters," says Jones. "When growth and profitability are dependent on productivity and the usability of our systems, we can't imagine offering any IT services to our Asia branch offices, call centers and warehouse partners without using Virtela's cloud-based Application Acceleration. Globally, Virtela enables our staff to freely communicate in real time and readily access the in-house and cloud applications and data that contribute to a healthy bottom line and a healthier planet."

With the Virtela cloud-ready infrastructure in place, Shaklee can extend its use of Virtela's cloud-based Application Acceleration Service to other areas within hours of requesting it, in stark contrast to the lengthy process of activating traditional telecom services. The cloud-based service eliminates the need for on-premise application acceleration devices, saving Shaklee in capex costs at each site using the Virtela solution.

A SPRINGBOARD FOR GROWTH

Today, Shaklee is a global business of over 1 million strong, with more than $6 billion in commissions paid to its distributors to date. Virtela ESC, integrated network infrastructure spanning more than 190 countries, and Virtualized Overlay Network powered by more than 1,000 local and regional providers position Shaklee for continued worldwide growth, providing the company:

- ➡ Flexibility – A level of network flexibility not possible from traditional network providers
- ➡ Cloud-readiness – To meet changing business requirements, especially those related to the increasing availability and adoption of mission-critical, high-performance cloud applications
- ➡ Coverage – Unparalleled geographic reach, with services in 1 million cities in 190+ counties
- ➡ Scalability – Rapid provisioning and implementation of network resources anywhere in the world
- ➡ Simplicity – One point of contact, one bill, one SLA

"We consider Virtela a strategic partner in both managing our global network day to day and supporting our growth path," notes Jones. "By building and managing the network, Virtela engineers free up our IT staff to focus on the projects that help move our company forward. Around the globe, Virtela ESC and Application Acceleration serve as a springboard for growth."

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>
> **– Chris Jones**
> CTO, Shaklee Corp.

VIRTELA SOLUTION

Virtela Enterprise Services Cloud platform and services:

- √ Managed Network
- √ Application Acceleration
- √ Managed Security
- √ Managed Remote Access