

ARUBA NETWORKS ENABLES MICROSOFT LYNC MOBILITY AT PROGRESS SOFTWARE

PROGRESS software

Progress Software is a global software company that simplifies the development, deployment and management of business applications with a portfolio of solutions for enterprise integration, data interoperability, SaaS enablement, and cloud delivery. With headquarters in Bedford, Massachusetts and regional offices in EMEA and APAC, Progress delivers innovative application development, cloud, mobility, big data and analytics technologies used by independent software vendors and enterprises.

With a culture centered on innovation and workplace efficiency, it's not surprising that Progress embraces workplace mobility. However, the company's legacy wireless network was not up to the task. "We were having poor wireless performance, no insight into troubleshooting, and difficulty securing a reliable connection for Android and iPhone devices, which led to frustration by users and IT alike," said Jay Sartori, senior principal IT architect, Progress Software.

With the decision to implement Microsoft Lync Unified Communications – a connected user experience that unites voice communications, IM, and audio, video, and Web conferencing into collaborative, engaging interaction – Progress Software decided to replace their wireless network with Aruba's WLAN infrastructure. With the Aruba network in place, Progress was able to leverage Lync's capabilities, including end-to-end encryption, creating a highly secure system that functions reliably, irrespective of users' locations.

Like all other Unified Communications solutions, Lync depends on the availability of a reliable, multimedia-ready networking infrastructure. One with awareness about the types of devices being used and applications in motion, and the ability to appropriately condition the network's Quality of Service (QoS) mechanisms for each.

"When we rolled out Lync on our legacy wireless network we recommended to our end users that they not use the application due to performance reasons. However, with the ever increasing need to be mobile, users did not take our advice which resulted in numerous performance related complaints," continued Sartori. "Features such as screen sharing, video conferencing and voice call quality were so poor that it was basically unusable. As a result, we made the change to Aruba Wi-Fi."

REQUIREMENTS:

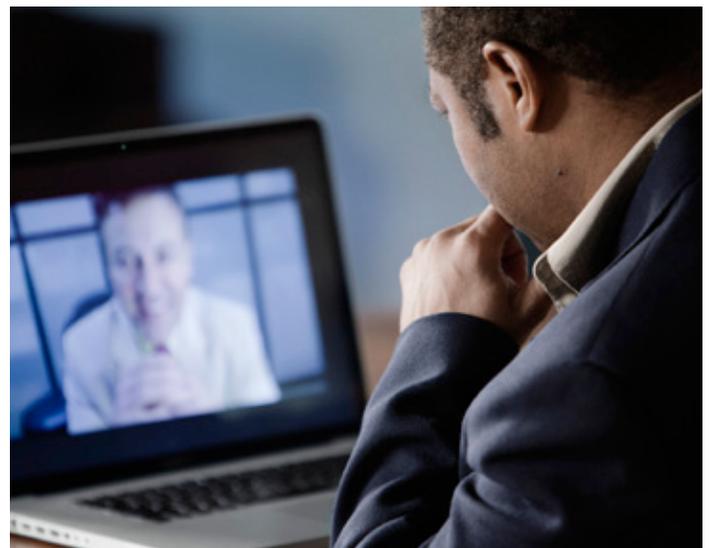
- Enables Lync Mobility across offices in 30 countries
- Provides highly reliable, pervasive Wi-Fi
- Delivers secure voice and video over wireless
- Provide reporting capabilities
- Centralized wireless management
- Rapid deployment of wireless networks

SOLUTION:

- Aruba 3600 Controllers
- Aruba AP-105 Access Points
- Aruba Policy Enforcement Firewall

BENEFITS:

- Seamless mobility for staff, guests, and contractors
- Toll-quality voice and jitter-free video
- Primary form of network access for worldwide users
- Quicker resolution of wireless problems



Aruba's unique application and device fingerprinting technology identifies Lync streams in session and the devices from which they originate. The network then dynamically conditions itself to deliver QoS – on an application-by-application, device-by-device basis – as needed to ensure highly reliable application delivery. Even for encrypted Lync traffic.

Aruba Wi-Fi also automatically adapts to the changing RF environment typical of today's businesses. Adaptive Radio Management (ARM) technology shifts devices away from the noisy 2.4 GHz band to the quieter 5 GHz band, adjusts radio power levels to blanket coverage areas, load balances by shifting devices between access points, and even allocates airtime based on the capabilities of each device. The result is a flawless user experience without user or IT involvement.

"Aruba wireless was a key component in allowing us to achieve wide spread adoption of Lync," said Sartori. "Our employees became very comfortable with Lync and started relying on the application heavily. For example, when people go into corporate meeting rooms they tend to have their laptops or mobile devices with them. Because we have groups of users in one location, we need a wireless network that can handle the load. The collaboration features of Lync – such as conference bridging, screen sharing, desktop video, and P2P calling – demand priority to perform well. Additionally, having a wireless network that can properly handle Lync collaboration features was important, too. Aruba prioritizes Lync traffic out of the box so that it performs well over the wireless network and our end-users are happy."

In fact, several Progress employees rely completely on wireless – call quality is good, and some users claim the wireless network is faster than plugging into Ethernet. Progress implemented Lync to improve productivity for its globalized workforce. They have a number of staff working remotely and being able to work on-line, share screens, and make calls is important to them.

Aruba's wireless network is deployed across all thirty of Progress' worldwide offices. The network includes approximately 200 Aruba AP-105 Access Points (APs) and four 3600 Mobility Controllers. The controllers are geographically dispersed in key hub locations, and the wireless network is centrally managed and maintained using Aruba's AirWave Suite to provide detailed visibility into the network, devices and infrastructure status, as well as intrusion detection and diagnostics.

One of the potential issues with a global deployment is the overhead required to maintain a wide-spread infrastructure. AirWave provides Progress with the necessary visibility into its worldwide network operations, and Aruba's underlying wireless architecture minimizes wireless network management issues for IT.

ORGANIZATION OVERVIEW

Progress Software Corporation (NASDAQ: PRGS) simplifies the development, deployment and management of business applications on-premise or on any Cloud, on any platform and on any device with minimal IT complexity and low total cost of ownership. Progress Software can be reached at www.progress.com.

"Wireless network updates are now simplified," said Sartori. "I recently completed the first software upgrade since Aruba wireless was deployed. I performed the upgrade by loading the software and rebooting the controller. The upgrade was pushed to all of the controllers and access points. I was done with the entire upgrade in about 10 minutes with not much more than the click of a button. Everything came up just like it was supposed to. It was amazing; technology does not always work that well."

What's next for Progress Software? Given the corporate focus on productivity, Bring Your Own Device (BYOD) support is a growing priority and Aruba's ClearPass is on their radar. With 1,600+ employees, BYOD on-boarding needs to be zero-touch and policy-based, both core strengths of ClearPass.

For additional information about how Aruba Wi-Fi enables Lync mobility, please go to www.arubanetworks.com/solutions/mobile-unified-communications or contact lyncready@arubanetworks.com.



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