CASE STUDY:
IAP Worldwide Services

**IAP SPEEDS MILITARY CAMP OPERATIONS IN IRAQ WITH ACCELNET**

It’s easy to understand the security risks and environmental challenges faced by overseas U.S. military personnel and the contractors who support them, but the lack of technology infrastructure poses additional hardships. With full responsibility for camp facility operations and maintenance, IAP relies on the company’s Enterprise Asset Management (EAM) system, a web-based application hosted in the U.S. and accessed over a satellite connection with secure VPN technology. Among other functions, EAM provides work order processing for all contracted services so its performance has a direct impact on overall productivity.

**BUSINESS CHALLENGE**

When the communications infrastructure was initially established, performance was slow; “Our application is bandwidth-intensive and the satellite latency was impacting the efficiency of our users,” said Carlos Ortiz, infrastructure manager at IAP. “We purchased and deployed acceleration appliances initially and, although the devices indicated good results in the trial and after deployment, our users saw no improvement in performance.” After more than a year of frustration trying to determine the problem, the appliance vendor finally acknowledged that IAP’s application was not being accelerated and, in fact, the vendor stated that there was no way that it could be – with any acceleration product.

It was about that time, while attending the Gartner Symposium / ITxpo Conference in Florida, that IAP learned about AcceleNet, a software accelerator that combines advanced data compression, a broad range of application protocol optimizers, unique handling of secure protocols, and patented transport optimization. The AcceleNet client is designed specifically to improve performance of public and secure web applications, file shares, and email over networks with limited bandwidth, latency and high packet loss, including 3G wireless, DSL, and satellite. The architecture detects network conditions and application protocols in real time and employs the most effective techniques to speed user performance. After discussing their specific application with the company’s representatives, IAP believed AcceleNet would indeed accelerate their application.

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Carlos Ortiz, Infrastructure manager

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**About IAP (www.iapws.com)**

IAP Worldwide Services, Inc. is a leading provider of support services to the U.S. Department of Defense and other federal, state, and foreign governments. Supporting thousands of U.S. military personnel at camps throughout the world, IAP assumes full responsibility for facility operations, maintenance, and sustaining the camps, providing services such as grounds keeping, medical supplies, food services, water, power, and shelter.

Dating back more than 50 years in the business, IAP has become one of the largest military contractors providing services in Iraq and Afghanistan.

**Business Challenge**

- Speed critical application over an 8000-mile satellite network
- Overcome financial burden of previously-installed solution

**Solution**

- AcceleNet software clients deployed to administrative staff at military camps
- AcceleNet server software installed in U.S.

**Results**

- Instantaneous performance improvement
- Cost effective alternative
- Easy implementation and user add-ons
SOLUTION

IAP immediately initiated an in-field trial of AcceleNet. “A key driver of the selection was credibility,” stated Ortiz. “We had been stung badly, so we were skeptical, to say the least—but also optimistic. Our users were only skeptical, having suffered for years already.”

“A key driver of the selection was credibility”

The trial spanned two different projects at five remote locations. For maximum acceleration over the high-latency satellite, the AcceleNet server software was installed at IAP’s U.S. data center (where the applications are hosted) and several users received the Windows-based client software. The results were instantaneous. “From the minute our users installed the client, they could see a difference and they were hooked,” stated Ortiz.

Even with a successful trial, IAP still had a problem; without financial relief from the appliance purchase, there was no budget for the AcceleNet solution. Although they had finally found the ideal product, they didn’t know how they could procure it. “We were already impressed with the sales and support teams, but the executive staff really surprised us. They allowed us to extend the trial for several months—completely free and without obligation—while negotiations with the appliance vendor continued. That’s exceptional service.”

RESULTS

IAP ultimately succeeded in their business negotiations and made the AcceleNet purchase, initially for 100 users. The purchase represents the first implementation of several IAP projects utilizing limited bandwidth networks and long-range satellite links. “Our only goal was to find something that would accelerate the EAM application in our particular environment,” concluded Ortiz.

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“AcceleNet did just that; it was very easy to deploy and it introduced us to a team of professionals we’re confident can support our future growth.”

ABOUT ICT

Intelligent Compression Technologies Inc. (ICT), inventor of AcceleNet® software, develops innovative software to speed mission-critical applications, Web, and e-mail to remote and mobile network users. AcceleNet delivers outstanding performance in the most extreme network conditions through a combination of advanced data compressors, application accelerators, and transport optimizers. The product includes a proprietary transport protocol that adapts efficiently and automatically to accelerate data over packet switched wireless networks, broadband satellite links, and noisy WiFi or DSL connections. ICT holds several patents to safeguard its leadership position among software client accelerators.

AcceleNet and ICT have been recognized by industry leaders including SoftwareCEO, who named AcceleNet a Most Innovative Enterprise Software finalist, and Gartner, who named the company a Cool Vendor in Enterprise Communications. Based in Quincy, Massachusetts, ICT is a wholly-owned subsidiary of ViaSat, Inc.