Organization
Customer: TNT N.V.
Site: www.tnt.com
Industry: Transportation, distribution
Headquarters: Hoofddorp, The Netherlands
Employees: 20,000+

Challenge
TNT was finding it increasingly difficult to globally manage internet access for its employees and needed a solution to speed up access to web content, regulate unacceptable usage and reduce upstream bandwidth usage and cost.

Solution
- Symantec ProxySG
- Symantec PacketShaper

Benefits
- Significantly improved performance and reduced bandwidth of applications
- Reduction in bandwidth consumption of up to 60%
- Deliver LAN-like performance to users
- Improved performance by mitigating the impact that latency has on applications
- Manage its internet-use policies around the world

TNT
sure *we can*

TNT Ensures a Speedy Delivery Across the Network with Symantec Application Delivery Networks

TNT improves core business processes with increased application performance across the network and a reduction in bandwidth consumption by up to 60%

TNT N.V., through its two divisions, Express and Mail, is part of the global transportation and distribution industry, and dedicated to providing delivery solutions to its customers. The global transportation and distribution business is a vast industry which is estimated to be worth over US$3,500 billion. TNT serves more than 200 countries and employs around 160,000 people. Over 2009, TNT reported €10.4 billion in revenues, an operating income of €648 million and cash from operating activities of €1 billion. TNT N.V. is listed and traded on Euronext Amsterdam by NYSE Euronext (ticker "TNT").

Overcoming the Difficulty of Managing Internet Access for a Global Workforce

TNT is a large and growing organization and managing this rapidly expanding global network is a key responsibility of John Riley, Senior Network Architect at TNT, and the Telecommunications team. The Telecoms division is responsible for the planning and design of any new solutions that enhance the business and improve performance across the network, as well as providing support across the global network.

TNT is a long standing customer of Symantec and has used its appliances to help fulfil key strategic objectives, as John explains: "Our aim when we originally selected Symantec appliances, some eight years ago, was to deploy global proxy servers to give control over bandwidth for internet access. As the organization was growing, we were finding it increasingly difficult to globally manage internet access for employees which is essential to our day-to-day business. We needed to select the best tools on the market to fulfil the combination of speeding up access to important web content, regulating non-business or unacceptable usage and reducing upstream bandwidth usage and cost."

> **Only Symantec appliances could accelerate the full range of applications we needed.**
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> — John Riley
>   Senior Network Architect
>   TNT

Having evaluated a number of tools on the market, TNT selected Symantec ProxySG appliances as a Secure Web Gateway solution for managing internet access. Today, TNT has Symantec appliances in 30 countries across the globe to manage and optimize internet content and applications. John explains: "Most of the Symantec appliances are located at the region's head offices, where the majority of TNT's user base is located; these are the main hub locations that connect the country onto the international backbone."

TNT is now in the process of migrating to the full capability of Symantec ProxySG appliances by adding WAN optimization. TNT also wants to increase the number of locations that have the appliances worldwide. By the end of 2017, TNT will have nearly 90 appliances at global offices and will begin accelerating other applications at these locations.

Speeding Delivery of Applications Across the WAN - the Business Benefits

Currently TNT's offices in Mauritius, Saudi Arabia, Portugal and Australia have full WAN Optimization/Acceleration implemented for all applications and protocols, with all other offices where appliances have been deployed, accelerating HTTP and Lotus Notes as standard. The benefits of initial deployments have been evident, and John believes that the ProxySG appliances have significantly improved performance and reduced bandwidth of applications such as HTTP, Lotus Notes, Telnet, SAP, MS SQL and CIFS for remote access to centralized files across the WAN.

Although TNT is a long standing Symantec customer, and the WAN optimization benefits were built into the appliances, they nevertheless had to sell these benefits to the Board and provide proof of effectiveness. To evaluate the ProxySG appliances and determine the impact they would make on the delivery of applications over the WAN, TNT carried out a full pilot program. Initially, TNT trialled the acceleration capabilities with their in-house application development team based in Mauritius who accessed centrally-held files at the UK data center across a 2 Mbps VPN link. This trial resulted in a 100 percent improvement, delivering LAN-like performance and making centrally-stored documents accessible almost as quickly as if they were stored on local drives.

John explains, "Only Symantec appliances could accelerate the full range of applications we needed. This is particularly beneficial in regions, such as Asia, where bandwidth latency is an acute problem because, in general, users within this region access corporate applications hosted out of the UK at the Atherstone data center. Latency impacts the performance of the majority of applications, especially those that are very 'chatty' in the way they communicate between the user and the server – such as TNT's web-based common systems applications. In most cases, adding bandwidth alone would not solve the problem, so by using network acceleration we can greatly improve performance by mitigating the impact that latency has on an application."

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> — John Riley
> Senior Network Architect
> TNT

Besides the impressive application performance and the range of applications that can be accelerated, TNT has also experienced a significant reduction in bandwidth consumption of up to 60 percent.

Internet Control Across the Globe

Symantec solutions are also helping TNT to manage its internet-use policies around the world. Presently internet access is controlled by each individual country via Active Directory accounts. Each appliance is configured using the Symantec Authentication Agent which works with the local Active Directory service in each country office. Using Active Directory, TNT defines groups of employees, and these are configured within the local Symantec policy to control access so that, for example, Director-level personnel can have full access to the web and other users can only access TNT sites.

As John explains: "internet use, and what is deemed acceptable, can vary considerably from country to country and across regions. In the past, we used to block access to all social networking sites such as Facebook but this is now gradually changing. Some regions may also enable their employees to have access to services such as online banking. The Symantec solutions offer us the flexibility to allow social use if required outside normal business hours. ProxySG appliances identify users down to the specific individual, to ensure we can centrally control access across our regions."

Visibility Equals Control

To maintain quality of service for essential applications TNT monitors what is going on across the network and applies a wide range of sophisticated bandwidth management and compression controls to keep network usage in line with business priorities. John continues: "We needed to control quality of service and looked at the best ways of achieving this. We have used Symantec PacketShaper appliances for a number of years to support our internet gateway and prioritize traffic according to business needs."

The logging capability from the ProxySG and PacketShaper appliances provides information on application and web use which feeds into TNT's own reports to give them visibility of which sites users visit and can provide historical statistics. This provides them with an improved understanding of internet use across their network and means that TNT can respond to changes or challenges – such as prioritizing email over recreational traffic – before they become a problem.

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— John Riley
Senior Network Architect
TNT

The Future

Recently, TNT, like many large global enterprises, has been seeing significant changes in the type of traffic that moves across the network, as it begins to take advantage of technologies such as VoIP and video conferencing as well as other web-based enterprise applications. With Symantec, TNT has the tools in place to enable it to manage these changes and effectively deliver new tools without compromising on performance.

The organization already has VoIP call center deployments and is beginning to see a big growth in video traffic as a means of delivering corporate communication. TNT also has over 120 room-based video conferencing systems spanning most key offices around the globe. John concludes "I perceive that video communication will significantly increase in the next couple of years and we will be using more of Symantec's capabilities to free up bandwidth and allow the video experience to be greatly improved."

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps businesses, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton suite of products for protection at home and across all of their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com or connect with us on Facebook, Twitter, and LinkedIn.

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