

# FORRESTER STUDY FINDS MOST ENTERPRISES PLAN TO INVEST TO SOLVE REMOTE SITE PERFORMANCE PROBLEMS

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For More Information Contact:

Alison King / James Hughes

Mulberry PR

T: 0207 928 7676

E: [aking@mulberrymc.com](mailto:aking@mulberrymc.com) / [jhughes@mulberrymc.com](mailto:jhughes@mulberrymc.com)

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- 80% of companies had consolidated their remote office infrastructure or have plans to do so
- Over 70% of companies had plans to consolidate Exchange servers within the coming year
- 55% of companies had plans to consolidate their remote office tape backup equipment
- Data consolidation, cost and complexity are the major drivers

Reading, Berks — 12 May 2005—In a recently commissioned study completed by Forrester Consulting for Riverbed Technologies, nearly 70% of enterprise IT managers surveyed have plans for projects that address remote site performance problems. The top five applications with which companies experienced difficulties were web applications, access to file servers and storage, email/messaging, database and ERP. Of over 200 companies surveyed by Forrester Consulting, 80% had either consolidated their remote office infrastructure already, or were planning to do so within the coming year.

The leading types of remote office IT infrastructure being considered for site consolidation were file servers, Exchange servers and tape auto-loaders or other remote office backup systems. Over 70% of those surveyed had plans to consolidate Exchange servers within the coming year, while 55% had plans to consolidate their remote office tape backup equipment.

In addition, according to Forrester Research's Principal Analyst, Thomas Mendel in his own research of 67 enterprise infrastructure managers surveyed over the last 12 months, has found that the top five issues companies are currently struggling with are: 1) consistent end-to-end application and service performance guarantees; 2) unplanned infrastructure changes resulting in incidents and downtime; 3) unanticipated infrastructure consequences of consolidation and new application projects; 4) mis-configuration of network objects; and 5) wide area network performance.

"The study results from Forrester Consulting are enlightening and consistent with the feedback we receive from customers," said Jon Arnold, Riverbed's regional director Northern Europe. "In our experience as with Forrester's own research, only about 15% of the market is interested in a single application, whereas 85% of the market is compelled by multiple application drivers. Our Steelhead products are ideally positioned to deliver on the vision of making remote office performance feel local."

The key drivers for site consolidation were simpler IT management and cost cutting. By consolidating infrastructure, enterprises can reduce the outsourced or in-house IT staff required to support the equipment, and they can simplify their enterprise networks and associated infrastructure. Unlike products built on a caching architecture that support the consolidation of only one type of infrastructure (i.e. file servers), with Riverbed's Steelhead appliances, enterprise customers can consolidate servers, storage, Exchange servers, Notes servers and tape backup equipment.

#### About Riverbed

Riverbed Technology, the pioneer in wide area application acceleration, was founded in 2002 by Jerry M. Kennelly, President and CEO, and chief technology officer Dr. Steve McCanne. Riverbed's Steelhead appliances were named a "Product of the Year" for 2005 by InfoWorld in the networking category, as the "Best WAN Accelerator". Steelhead appliances solve the problems of latency and bandwidth that plague a wide variety of applications over distributed networks. The company has received funding from Goldman Sachs, Accel Partners, Lightspeed Venture Partners and UV Partners. For more information, visit [www.riverbed.com](http://www.riverbed.com)

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1 "Top Five Challenges For IT Infrastructure Managers – And How To Resolve Them" Forrester Research, March, 2005