

“Performances over WAN” – Survey Results

Applies to:

SAP Netweaver Portal users in distributed organizations.

Summary

Consolidating resources and applications into data centers has the potential of tremendously TCO reduction, a side effect, as realized also in the results of this survey is that most of the Enterprise users are located in regional offices remote from the enterprise data center(s). These users might from significant decrease in productivity.

This survey maps the percentage of remote office NetWevaer users, and assesses the effect on productivity and NetWevaer Adoption. Distribution challenges can be mitigated by several different approaches and technologies. A major differentiation is whether the mitigation solution is “transparent” as an extension to the networking infrastructure or “explicit” as an extension to the Applistructure. Usage of SSL is important in sensitive business applications. Yet, SSL is a challenge for the “transparent” approach. On of the topics of this survey is to get feedback on application of mitigation solutions and the applicability of the various approaches.

Application Delivery (AD) is an emerging paradigm for enabling a distributed application service. Application Delivery focuses on the service delivery process as a managed entity which is part of the application context. SAP is now at customers' pilot phase of an Application Delivery over WAN (ADoW) a solution in this domain.

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Company: SAP

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Author's Bio

Nadav is the development Manager and a Senior Architect in the Application Delivery group in SAP Labs Israel. The group develops SAP Application Delivery over WAN (ADoW) which provides a *scaleable, low TCO* solution for mitigating distribution for SAP customers.

Prior to SAP Nadav was: a Co-Founder & CTO of Virtual Locality Ltd (technology acquired by SAP). ; CTO of NetGuard Ltd a provider of Internet Security and Bandwidth Management solutions. Nadav holds M.Sc in Computer Science from Bar Ilan University and B.Sc in Electronic Engineering from the Technion – Israel institute of Technology.

Eliel is a Development Support Team Lead in IBD group. He is performing code fixes and developing new features for the Portal NW04 and NW04s branch and also supports the SAP Application Delivery over WAN Pilot Program.

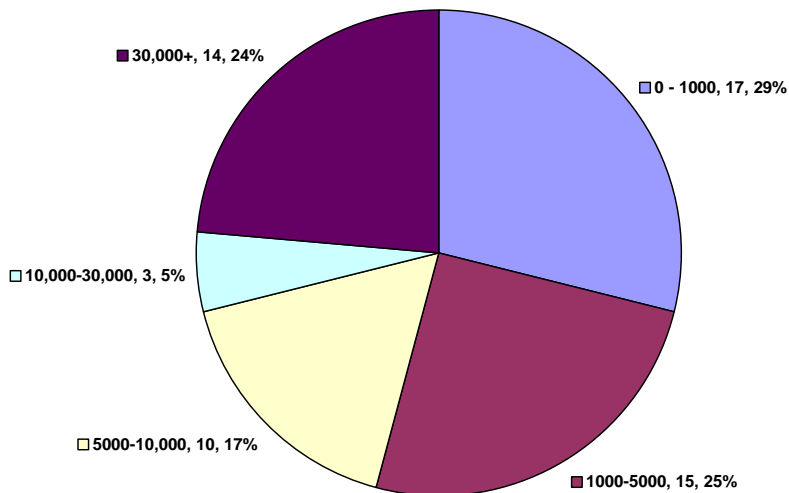
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Survey Results

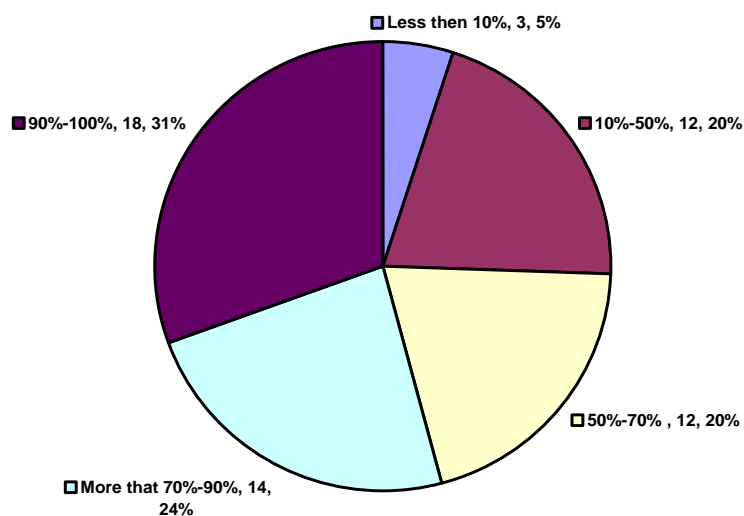
Question 1

How many end users of NetWeaver application does your organization have?



Question 2

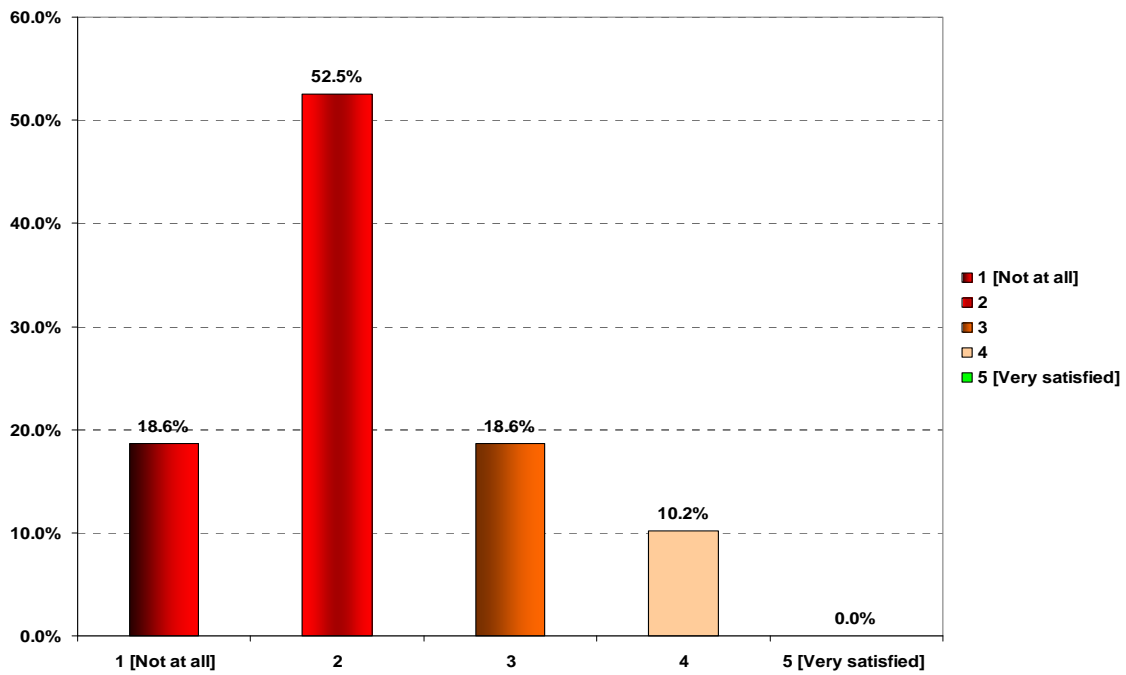
What percentage of these users is located outside the data center?



In 75% of the organizations more that 50% of the users are in remote offices.

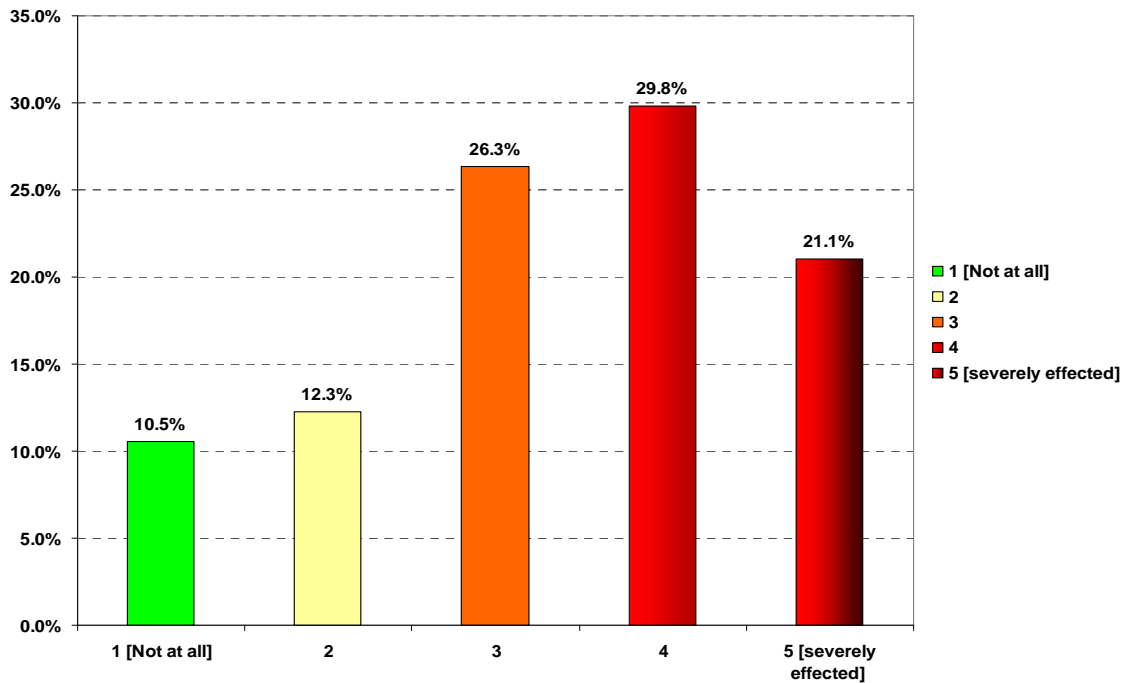
Question 3

Are users in remote locations satisfied with the performance of the applications?



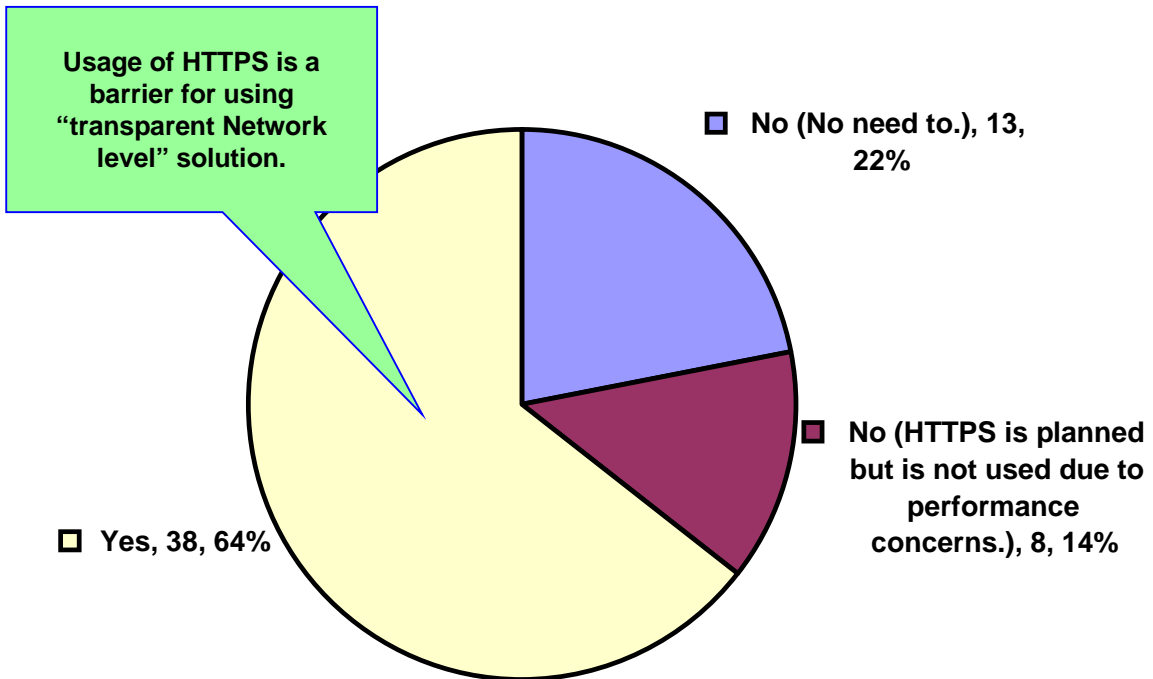
Question 4

Was deployment / adoption of SAP applications for remote users affected by over WAN performance issues??



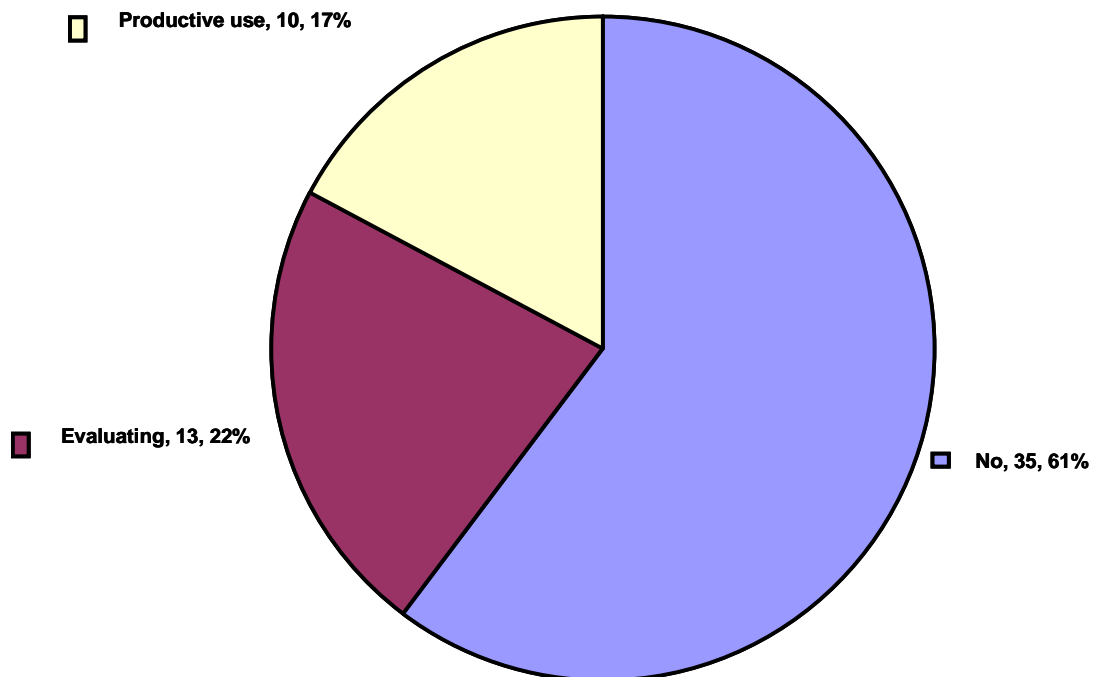
Question 5

How do you rate the feature?



Question 6.1

Are you using any products / services to mitigate WAN performance issues?



Question 6.2

If yes, what solutions: The following raw answers were provided:

1. "Check Point"
2. "Network compression, sequence toking, packet bundling"
3. "Akamai"
4. "Caching devices, Prioritizing traffic"
5. "Netli (recently acquired by Akamai)"
6. "NW solutions"
7. "Browser is started in a CITRIX environment!"
8. "Packetshaper"
9. "WAN accelerators - in our European and Asian regions"

Techniques classification:

Application Delivery as a service x2: (3, 5)

Bandwidth Management – traffic shaping x4: (1, 2, 8, 4)

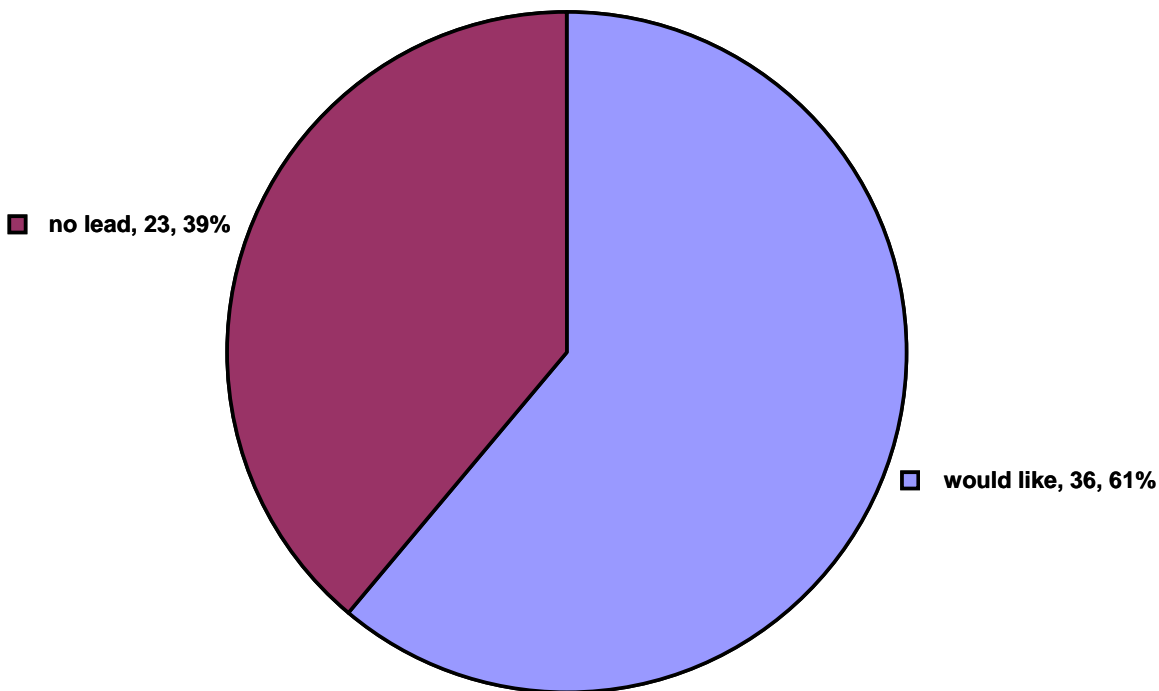
WAN acceleration x3: (2, 6, 9)

Terminal services x1: (7)

Caching x1 (4)

Question 7

Would you like to hear more about SAP's solution? Please write your email address for future contact (optional).



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