

## Micro Focus Success Story

### Organization

Micro Focus

### Industry

Software that modernizes and migrates long-standing enterprise mainframe environments to leading open and proprietary platforms; testing and management software.

### Business Need

A single global data center with a reliable high-performing network that facilitates fast information exchange and content delivery between the company's U.K. headquarters, remote offices and worldwide customer base.

### Internap Solution

Performance IP™ and Content Delivery Network (CDN)

### Results

- Zero downtime and no network problems
- Reliable connectivity to remote offices around the world with direct VPNs to and from U.K. headquarters
- Twenty-four hour global technical support
- Faster, more dependable server that offers transparency to end users and support for e-commerce implantation

“Internap always has been dependable—boringly dependable. I want my network partner to be just that: boringly predictable. Our business is not in managing the network that connects our offices, so the fact that we can focus on what we do best and everything just works as Internap said it would — that's exciting.”

**Martin Baker**  
Director of Worldwide IT

### Customer Overview

Since 1976, Micro Focus has provided innovative software that allows companies to improve the business value of their enterprise applications. The company started out making compilers for COBOL. Today, more than 18,000 customers across 27 different countries use Micro Focus enterprise application modernization, testing and management software to help them respond rapidly to market changes and to embrace modern architectures while reducing cost and risk. Micro Focus helps customers reduce application development and operating costs, increase the flexibility and value of their information technology resources and better manage the risks inherent in both mainframe and open-systems development and deployment.

### Business Challenge

Micro Focus, headquartered in the UK, had expanded rapidly through a combination of organic growth and seven acquisitions. In the summer of 2009 the company completed two acquisitions that nearly doubled the size of the workforce and added a significant number of office locations.

The company needed reliable connectivity from all 53 remote offices around the world back to headquarters, where all of its main business systems resided. Complicating the challenge were suppliers that could not link the company to smaller, remote towns where its satellite offices were located.

Additionally, Micro Focus had recently changed the way it delivered its software to customers. The company researched ways to distribute large software files across the world more efficiently without taxing its corporate servers. Micro Focus looked for a partner that could provide an efficient, reliable and available CDN to use as a hosting environment for customers to quickly download software and transfer files. Flexibility and scalability were also priorities so that to the company could continue its growth without network limitations.

### Solution Requirements

Micro Focus had both internal and external requirements. Internally, reliable connectivity was top-of-mind. The number of remote offices meant it needed an inexpensive, stable solution that also would be available in each city the company housed offices, both in the United Kingdom and the United States.

Contact us to learn how Internap can solve your IT challenges by enabling you to focus on your core business, improve service levels and lower the cost of IT operations.

877.843.7627 | [contactsales@internap.com](mailto:contactsales@internap.com) | [www.internap.com](http://www.internap.com)

It desired a reliable, single global data center that was easily accessible to all employees and that also offered monitoring and event notification. Twenty-four hour global technical support was a must.

### Solution Benefits

Micro Focus did its homework and, after talking to several references, chose Internap to provide reliable and available IP connections for its offices, plus CDN services over a flexible, scalable network. Since then, it has realized tremendous benefits, including:

<b>Dependability</b>	Micro Focus now has a partner that it can depend on to keep its connections up and running with constant availability, reliability and speed.
<b>Connectivity</b>	Four company offices now are connected using IP P-NAP: Detroit, San Diego, Mountain View and the main office in Washington, DC. Each location has direct VPNs to and from the U.K. headquarters, as well as VPNs between locations. Micro Focus is already taking the location of Internap data centers into consideration for its future expansion plans.
<b>Reliability</b>	Citing zero downtime and no network problems, Micro Focus has been pleased with Internap's network reliability. The network is dependable and working as it should.
<b>Speed</b>	With the help of Internap, Micro Focus has addressed speed in two ways. Internap's Performance IP route optimization reduces latency by selecting the best path for Internet traffic at any given moment. This configuration has sped up communications between the company headquarters and remote offices. Secondly, Micro Focus deployed an in-house CDN server through which all software is published and transactions are completed. Previously website traffic was a drain on the server itself, especially when customers all connected at the same time. A faster, more reliable server that also offers transparency to end users and support for e-commerce implantation has addressed these issues.

### Bottom Line

Micro Focus knows how important it is to keep both its employees and customers connected over a fast, reliable network. Using IP for internal connectivity between its headquarters and offices around the world in tandem with CDN for software delivery to customers, Micro Focus' network is now "boringly dependable", allowing the company to concentrate on its core business happy that its customers won't experience network latency or downtime. Internap has helped Micro Focus meet its goals by ensuring that employees are connected, that data is centralized and that customers can share files and download software at impressive speed.

### Why Internap?

Transform your IT Infrastructure into a competitive advantage with IT IQ from Internap, intelligent IT Infrastructure solutions that deliver unparalleled performance, availability and support. Since 1996, thousands of enterprises have entrusted Internap to deliver their online applications across our platform of connectivity, colocation, managed hosting and cloud services.

Contact us to learn how Internap can solve your IT challenges by enabling you to focus on your core business, improve service levels and lower the cost of IT operations.  
 877.843.7627 | [contactsales@internap.com](mailto:contactsales@internap.com) | [www.internap.com](http://www.internap.com)