



Forrester Survey Results: Improve recovery time and limit data loss *without* increasing bandwidth

A major survey of more than 500 companies by Forrester Research reveals a significant disconnect between bandwidth expense and disaster recovery capabilities. Many companies increase bandwidth, attempting to boost data recovery and prevent data loss. According to the F5-sponsored research, this is an incomplete solution. The survey's results suggest that WAN acceleration technology is a better pathway to improve throughput and mitigate chronic network latencies.

This year's study, *The Impact of the WAN on Disaster Recovery Capabilities*, gathered data from U.S. and European companies with 1,000 employees and up, and annual IT budgets of \$1 million to \$100 million. Key findings were:

- ▶ **Two-thirds of respondents agreed that their current bandwidth prevents them from extending replication or backup protection to remote sites.**
- ▶ **A healthy 82% felt it is important to improve recovery times as well as prevent packet loss, without increasing bandwidth.**
- ▶ **Bandwidth accounts for 26% of total backup or replication costs.**
- ▶ **Overall business continuity and disaster recovery efforts account for 21% of total IT budgets.**

Noting the magnitude of today's bandwidth expenses, Forrester recommends: "Before investing in additional bandwidth to support remote sites, improve the performance of existing replication technologies, or expand replication to other applications, [enterprises should] consider WAN acceleration offerings. When evaluating WAN acceleration appliances, focus on the vendors that have made the time and investment to test the interoperability of their appliance with independent software vendors, storage vendors, and storage networking vendors."

To download the complete study, please access http://f5.com/reports/Forrester_Consulting.pdf.

Featured white paper—limiting HTTP chattiness

A new F5 white paper focuses on improving the overall user experience with strategies for eliminating annoying and counterproductive HTTP chattiness. The white paper is available at http://f5.com/solutions/technology/pdfs/ibr_wp.pdf.

Learn how F5's WebAccelerator uses highly innovative Intelligent Browser Referencing in directing the browser to download only truly dynamic, unique data. This helps eliminate latency by doing away with a browser's conditional requests for static data. It also avoids risks to fresh and dynamic content, seen in other technologies.

Free HTTP compression added to BIG-IP LTM

F5 has added 5 Mbps of compression to the base default license of most BIG-IP LTM platforms running version 9.1 or later. HTTP compression helps overcome latency, network errors, and overloaded servers, which means faster applications—especially for remote and mobile users. Both new and existing BIG-IP customers will receive the benefits of bandwidth cost savings, better end-user experience for HTTP, and faster download time for many documents via HTTP.

Those wanting to add HTTP compression through BIG-IP LTM may call F5 at (866) 543-9370 or visit www.f5.com/HowToBuy.

Focus on customers brings quality assurance

Customers rely on the quality of F5's products and services. Dedicated to providing exceptional services globally for F5's products, F5 Senior Vice President of Business Operations Julian Eames led his team through an elective effort to meet the industry's premium quality management criteria. F5 worked with a third-party independent auditor to certify F5's Quality Management System against standards created by the International Organization for Standardization (ISO). These are designed to demonstrate an organization's commitment to quality of service.

In May, after 15 months of focus and analysis, F5's worldwide customer support organization earned ISO 9001:2000 certification. ISO 9001:2000 standards assure that a quality management system is in place, including quality-assuring policies and objectives, a quality manual, procedures, and records. As part of this certification, F5 has committed to continually track and identify areas for improvement, and implement practices that ensure the organization fulfills customers' quality requirements, meets regulatory requirements, and aims to increase customer satisfaction.

Keeping highly sensitive data highly secure

The Georgia Technology Authority chose to use F5's FirePass SSL VPN solution to make sure a key client—the Georgia Bureau of Investigation—meets federal security mandates. Via FirePass, 8,000 state and local law enforcement professionals

now gain secure remote access to government applications via PCs in any location.

FirePass helps the Authority deliver controlled access by granting certain users access to specific data and specific sites. It automatically redirects infected or noncompliant systems to separate sites for updates. FirePass also simplifies the use and administration of remote access.

The Authority routinely deals with highly sensitive data, such as driver's license information and criminal histories. The goals of the

FirePass project are to keep data highly secure while experiencing zero security events, and to maintain compliance with stringent federal information guidelines. Says Ameet Dhillon, F5 director of product management, "FirePass continues to help the Georgia Technology Authority fulfill its mission, by enabling state employees to connect securely from home or on the road, while increasing productivity without compromising security."



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