

“WANJet allows us to consistently access the network and provide a quality charter service for clients with high expectations.”

Neil Myers  
President and CEO

## Santa Barbara Charter Uses F5's WANJet to Improve Database Backup Time by 6x and Achieve Consistent Remote Application Access



### Industry:

Charter Aviation

### Challenges:

- Inefficient and time-consuming backups
- Costly maintenance of backup processes
- Poor remote application access

### Solution:

WANJet

### Benefits:

- Backup time reduction
- Lower administrative costs and duties
- Fast and consistent remote application access

### Overview

Santa Barbara Charter, an exclusive airline charter for high profile executives, is constantly seeking to maintain operational efficiency through the use of technology. By deploying F5 Networks' WANJet appliance, Santa Barbara Charter is able to accelerate backup processes and provide reliable access to pertinent data. With its easy-to-use features, WANJet has reduced administrative costs and responsibilities.

### Challenge

As a charter business, Santa Barbara Charter must uphold the highest standards of travel for its customers. Clients expect and appreciate the advantages of choosing Santa Barbara Charter – customized flight times, private terminals, no delays, non-stop flights, no lost luggage and personalized amenities.

In order to maintain a quality business, Santa Barbara Charter users are constantly accessing an application to get up-to-date flight times, destinations, number of passengers, etc. However, with multiple offices and the lack of an effective WAN optimization appliance, Santa Barbara Charter struggled to support the increasing needs of their WAN users. The lack of an effective WAN appliance also

prohibited Santa Barbara Charter from rapidly and regularly performing a remote backup of their growing database.

### Remote Network Access

Prior to take-off, pilots are required to fulfill tasks such as weather checks, flight plans, weight and balances, etc. Due to the increase of data and the number of WAN users accessing network resources, many of these users and pilots experienced limited access to real-time information. As a result, unnecessary phone calls were made to flight-planning representatives causing frustration on both sides. “There were times when I was late for a scheduled flight because I wasn't able to access the network to get the most recent information fast enough,” said Neil Myers, president and CEO of Santa Barbara Charter.

### Remote Backup Processes

In the beginning Santa Barbara Charter was able to effortlessly perform timely and accurate database backups. But as the company continued to grow and the volume of information increased, this backup process became more complicated and thus, more time consuming and draining on IT resources.

“I was at the point that I could only do a complete backup of the remote





databases every weekend and then only rely on incremental backups each evening,” said Brenda Terry, IT administrator for Santa Barbara Charter. “Because the databases had grown so fast in so little time, it was taking more than 30 hours to backup.”

Prior to implementing WANJet, Santa Barbara Charter tried several possible options to link their offices and improve backup time. The first option consisted of using the Windows Distributed File System and moving files to the server nearest the applicable users. Second, Santa Barbara Charter replicated the database so each office server had a local copy of the databases. However, changes were made so frequently that the replication process was too tedious and faulty.

Through extensive research, Terry determined that adding bandwidth did not always solve the problems the charter company faced in regard to the amount and size of data they were accessing across a WAN link. “The problem was inherent in TCP/IP communications, Windows networking and Office applications,” Terry said.

Ultimately, Santa Barbara Charter decided on F5’s WANJet because of its capabilities, pricing and built-in reporting features that allow real-time observation of what is going on over the WAN link.

### Solution

By employing WANJet, Santa Barbara Charter is now able to consistently access the network and operate in real time, improving the overall efficiency and happiness of its WAN users. Because WANJet’s QoS feature lets the company tune their networks for round-the-clock application performance, Santa Barbara Charter can always expect predictable performance, regardless of time of day or location.

For Terry, the built-in reporting feature has been the most helpful.

“I was amazed at all the standard reports that were available for me to see exactly how our traffic is flowing and what kind of increase in performance we are getting,” Terry said. “I have worked with F5 before and their products are quality products. I have never had a problem with them.”

In addition to the built-in reporting feature, WANJet is also easy to use. The complications of set-up and configuration are avoided with WANJet’s “plug-n-play” installation process. “All I had to do was plug it in, run some basic setup and it just works,” Terry said.

Furthermore, F5’s support team has proved responsive and knowledgeable throughout Santa Barbara Charter’s installation of WANJet. “When I have to call support, typically due to a lack of

knowledge on my part, they are always ready and willing to answer my questions,” Terry said.

WANJet employs adaptive TCP optimization and by doing so, enables WANJet to adapt, in real time, to the latency, packet loss, and congestion characteristics of WAN links, and accelerate virtually all application traffic. This expanded capacity has drastically reduced the amount of time required for backups of the Santa Barbara Charter’s database from 30 to 5 hours, a 6x improvement in backup time. “I can now perform nightly backups, something I could never do before because of the amount of time it took to backup the database,” Terry said.

Since Santa Barbara Charter’s implementation of WANJet, the company has met its desired application performance targets. This increase can be attributed to WANJet’s Transparent Data Reduction (TDR) and adaptive TCP optimization features.

As Santa Barbara Charter continues to grow, Terry sees the company using more of F5 Networks’ products. “We don’t have to try and redesign all the applications or change the setup of the company,” Terry said. “I can’t imagine running this business without F5 solutions.”

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