



CASE STUDY | Emergency Reporting

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Emergency Reporting Boosts Performance and Improves Customer Experience with Coyote Point Equalizers

Emergency Reporting is a pioneer of centralized web-based reporting and management systems for first responders. Because Emergency Reporting supports the efforts of the critical response units on the front line, the success of their business depends on how efficiently their system operates for their customers. Cutting down on the steps required to submit a case allows first responders to focus on saving lives, not filling out forms. By deploying redundant Coyote Point Equalizer E350GXs into their network, Emergency Reporting was able to optimize application performance and completely eliminate downtime. Furthermore, by offloading CPU-intensive SSL transactions Emergency Reporting avoided having to make substantial investments in additional servers to support current traffic and to scale for anticipated future growth.

OVERVIEW

Industry

- ASP
- Emergency Response

Challenges

- Ensure 100% uptime
- Performance
- Security

Solution

- Equalizer E350GX
- H/A Configuration
- SSL Offload

Benefits

- Increased Performance
- Scalability
- 100% Availability

CHALLENGE

Emergency Reporting pioneered the development of a centralized web-based NFIRS, NEMSIS and risk assessment reporting and records management system. The solution supports fire rescue, EMS agencies, Navy, Marines, Army, nuclear power facilities, airports, ambulance services, hospitals, oil refineries, and multi-agency districts worldwide.

Typically, first responders have to access multiple software programs to capture data and report. By integrating the national fire and EMS dataset standards Emergency Reporting provides a centralized system that minimizes complexity -- saving both time and money.

Due to the type of information captured and the customers that Emergency Reporting supports, the requirement for application availability, security and performance are of the utmost importance.

"Our business was growing so rapidly that we simply needed greater performance and flexibility," stated Steve Stedman, CTO for Emergency Reporting. "We required a far more robust application delivery solution that would not only support our existing infrastructure but also be able to scale well into the future."

Initially, Emergency Reporting deployed Microsoft ISA Server for load balancing. With the level of expansion Emergency Reporting was experiencing, the company's needs were rapidly surpassing the capabilities of the software-based solution. The increased traffic and heavy burden on the servers when processing secure transactions resulted in slow page loads and poor overall response time.

With more than 46,000 users accessing their service at any given time, Emergency Reporting needed to improve their application delivery technology to guarantee their

customers non-stop access to their critical applications and services.

Their IT department determined they were going to require a more powerful hardware load balancing solution in order to improve performance and ensure the security of sensitive information.

In February of 2010, Emergency Reporting migrated to a new data center to provide their customers an increased level of support and performance. They deployed two load balancers from a low-cost provider and immediately began experiencing problems with their network. The high-availability configuration they relied on from Barracuda Networks to keep their site up and running repeatedly failed forcing them to continuously reboot and restart the units.

"We moved to a new high-end data center in order to guarantee our customers improved stability," said Stedman. "But due to the failing Barracuda load balancers our service began to suffer which could have seriously damaged our credibility."

After weeks of battling with Barracuda's offshore support team, more than 40 phone calls and no resolution in sight, Emergency Reporting was eventually forced to replace the units.

"Our data center suggested Coyote Point as an alternative application delivery solution as they had multiple customers using Equalizer ADCs who were more than pleased with the performance."

*Steve Stedman,
CTO, Emergency Response*

SOLUTION

Emergency Reporting removed the Barracudas and deployed a pair of Coyote Point Equalizer E350GXs to

manage traffic across 25 Hyper-V (virtual) servers running Microsoft IIS. To guarantee the highest level of application availability, Emergency Reporting configured the Equalizer appliance in a redundant configuration with a second Equalizer as a backup in hot standby.

By offloading CPU-intensive SSL transactions from their servers to the Equalizer, Emergency Reporting was able to instantly speed up application performance and response times while ensuring the security of sensitive information -- a must for first responders.

Stedman adds, "With Coyote Point Equalizers our customers experience faster application performance *today* and we have a solution that will scale to meet their needs *well into the future.*"

BENEFIT

Increased Performance & Scalability

As a workhorse appliance that delivers high performance application traffic management, intuitive configuration, and support of an unlimited number of servers, the E350GX makes application delivery and capacity planning easy.

"Switching to the Coyote Point Equalizers was one of the best decisions we've made," said Stedman. "I have had experience with F5 in the past and Equalizer provides all of the functionality of the Big-IP at a fraction of the cost. I would recommend Coyote Point's Equalizer to anyone looking for a reliable and powerful application delivery solution."

100% Availability

By deploying the E350GXs in an H/A configuration, application availability will never be compromised.

"We couldn't have been happier with the transition to Coyote Point," said Stedman. "Our service has been available 24/7 with absolutely zero outages."