



**Pfizer**

## WAN optimization delivers increased productivity and reduced costs

“ Without Orange, we’d probably need to have a lot of engineers in different countries to maintain the hardware we have in all those offices. With help from Orange, we only need to maintain very few people in the main offices to focus on key activities. We chose Orange because of the experience they have and the confidence they showed us. ”

William Liu  
Global Network Services Engineering  
Pfizer

### Highlights

- World-leading global pharmaceutical supplier dedicated to greater access to healthcare for people and animals
- Over 110,000 staff in more than 200 locations in 180 countries
- Need to boost slow-performing global network and increase employee productivity
- Desire to reduce hardware maintenance, bandwidth and IT personnel costs
- WAN optimization devices sourced from Riverbed



**Business  
Services**



## Issues and challenges

Pfizer is a world-leading global pharmaceutical company “dedicated to better health and greater access to healthcare for people and their valued animals.” The company was founded in 1849 and today employs 110,000 people in over 200 locations in 180 countries around the world. Headquartered in New York, Pfizer boasts the world’s biggest pharmaceutical research and development organization in the shape of Pfizer Global Research and Development.

Pfizer operates a global network, which was in need of optimization to deliver increased productivity and reduced costs. The company needed to increase network speed and performance to improve staff productivity. Pfizer had selected Riverbed WAN optimization devices but was in need of assistance to deploy, integrate and manage the solution in a short time frame.

### The objective

Successful deployment of Riverbed WAN optimization devices over Pfizer’s global network to deliver enhanced network performance with minimal impact on business operations and fast integration.

## The benefits

Pfizer now enjoys enhanced network performance throughout the world with its 200 plus offices connected by a faster, more reliable WAN. Employees are more productive thanks to faster application performance.

### Fast integration, minimal disruption

- Rapid deployment of Riverbed WAN optimization devices for little to no network downtime in intra-site communication
- Staff ability to focus on key tasks thanks to outsourced deployment

### Enhanced productivity

- Markedly increased staff productivity
- Faster application performance: for example, Outlook address book download reduced from 30 to 2 minutes

### Trusted partner

- Acceleration of WAN optimization project deployment by outsourcing to Orange

### End-user satisfaction

- High percentage of positive feedback from end users
- Deferred WAN upgrades

## The Orange Business Services solution

- Up to 100 Riverbed WAN optimization devices to multiple locations worldwide
- Support from Orange Business Services engineers for maintenance and office relocations at every Pfizer location
- Centralized change management
- Partner and project management, including shipping logistics and duty charges

## The results

- Accelerated WAN optimization deployment
- Greatly enhanced network speed and efficiency
- Increased staff productivity levels
- Greatly reduced network maintenance costs and personnel at worldwide sites

“ We have certainly seen a reduction in the cost of bandwidth utilization with WAN optimization. We also know our users are getting much better network performance. Orange Business Services has exceeded my expectations. Without them, we would not have been able to successfully deploy so many Riverbed WAN optimizers so quickly in multiple locations during such a short period of time. Most end users give us a lot of positive feedback. ”

For more information about Orange Business Services, visit [www.orange-business.com](http://www.orange-business.com)

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