

Using the Internet to connect offices and provide tracking applications for its customers provides an affordable solution for this export and logistics enterprise.

CASE STUDY

GlobeRunners, headquartered in Roseville, California with a satellite office in Woodbury, Minnesota, is one of the largest TEU (twenty-foot equivalent unit transportation container) exporters and logistical companies in the U.S.

Helping companies and farmers distribute their goods internationally, GlobeRunners exports bulk agriculture to Asia, Europe, the Mediterranean, the Middle East, and South America.

Because of the high volume shipments, communication between offices, and customer reliance on tracking applications, GlobeRunners cannot afford to lose a moment with their Internet connectivity.

Importance of a secure, reliable site-to-site network

Relying so heavily on communications between locations, Robert DeMars, I.T. Director at GlobeRunners, discovered that when their Internet services went down they “were stuck.” With the implementation of Citrix between sites, if their main site went down, the other location would be in the dark.

Thus, DeMars searched for a solution that would not only help with site failovers but also site-to-site load-balancing and Internet reliability. “We consistently rely on our communications; we cannot afford to be down.”

After much searching, DeMars selected an Ecessa solution over the competition because of:

- Affordability
- Ability to load balance between sites
- Security with site failover
- Usefulness of the built-in authoritative DNS

DeMars initially installed the Ecessa solutions in both locations and used them for five years (with very few issues), until recently upgrading to the later Ecessa hardware. Not only did DeMars enjoy a seamless upgrade, he didn’t need to spend a lot of time with Ecessa’s Support team as they had already uploaded GlobeRunners configurations into the appliances, enabling DeMars to quickly and efficiently switch out the devices.

Now running 3 lines into each site and multiple bonded T1s, DeMars rarely worries about Internet issues or employee complaints that Citrix is down.



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“A lot of companies, the Internet is not overly important to them, but if you rely on communications then it’s worth it.”

“We use our Ecessa devices heavily for site-to-site. It’s pretty seamless. If a site goes down, no one notices. At one time when the Citrix clients used to drop, everyone would notice.”