

# Financial Force Ensures Exceptional App Performance During Rapid Expansion with Exinda

Financial Force is a cloud Enterprise Resource Planning vendor that develops Financial, Professional Services and Human Capital Management applications on the Salesforce App Cloud.

Over a two-year period, Financial Force went through a major expansion – increasing its team from 250 to 700 employees. As an organization in a phase of hyper growth, the Financial Forces IT team needed an easy-to-use and affordable solution that could manage the onboarding and network traffic generated by hundreds of new users at multiple locations worldwide.

## The Challenge

Financial force relies heavily on applications like Salesforce, Google Apps and Go-to-Meeting for day-to-day operations. As an entirely cloud-based organization expanding rapidly, it's crucial that these applications always perform reliably and consistently for new and existing users.

In addition to this, Financial Force doesn't impose many restrictions on how employees consume the Internet – in fact listening to music on Spotify, watching Netflix during lunch hours or tuning into the latest sports match is encouraged throughout the organization.

With so much activity running across the network and a pending plan to roll out a new global VoIP platform, the IT team was concerned there were not enough network resources available to support new deployments and all of Financial Force's critical applications.



“With 4 or 5 people joining Financial Force each week, we needed to ensure we could successfully onboard new employees and support the influx of traffic without interrupting the velocity of the business.” - Richard Hall, Senior Director of IT, Financial Force





## The Solution

When evaluating application control solutions, the IT team's main priority was finding an easy-to-use and affordable product that would provide visibility into how network resources were being consumed.

Financial Force turned to their technology partner C-STEM for help. With C-STEM's vast knowledge and expertise in application control services, they recommended Exinda. After completing a successful POC, Financial Force chose to deploy Exinda to support the organization's rapid and continuous growth.

Immediately after configuring the Exinda, the IT team was able to see how all users, devices and applications were behaving on the network and could better understand why certain applications weren't performing well, why the network was slow which allowed them to quickly take action to efficiently allocate bandwidth across both critical and recreational apps for optimal performance.

Financial Force put policy controls in place that prioritized key apps like Salesforce and Google services - ensuring users could access the apps they needed to regardless of what was happening on the network. And to continue to support recreational applications, the IT team also created policies that allowed streaming and other services, but limited the amount of bandwidth they could use to ensure the network was never overwhelmed. With Exinda, Financial Force was able to balance work and play – to keep users happy and productive.

## The Results

With Exinda in place, Financial Force now has full visibility into how all applications are behaving on the network. If all employees are downloading the latest iOS, tuning into to a big football match or the organization decides to roll out a new critical app – the IT team can now monitor and manage bandwidth consumption and quickly make adjustments to ensure applications perform reliably and consistently at all times.

“Within 15 minutes of setting up the Exinda, we started seeing the benefits. It was like turning on a light bulb. We suddenly had visibility into everything that was running on our network.” - Richard Hall, Senior Director of IT, Financial Force



Gained Deep Visibility into All Network Traffic

“Exinda's easy-to-use and visually compelling user interface gives us the network insight we need to make decisions quickly. We can ensure all of our apps are given the right amount of bandwidth to perform optimally and with a little wiggle room, so that we don't have to waste money on additional bandwidth.” - Richard Hall, Senior Director of IT, Financial Force



Balanced Business Critical and Recreational Apps

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