



Intel Gigabit  
Case Study  
EPIQ SARL, St Nicolas  
d'Aliermont, France

# Gigabit Ethernet improves productivity at EPIQ through increased network speed and performance

EPIQ has dramatically increased network speed and performance by upgrading its network, servers and desktop computers to Gigabit Ethernet, enabling significantly improved access to its business-critical ERP system, saving users' time and enhancing overall productivity.

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**Profiled Organisation:** EPIQ SARL, St Nicolas d'Aliermont, France

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**The Challenge:** Slow network speeds were preventing employees at EPIQ from using the company's enterprise resource planning (ERP) system properly. In addition, sharing large files, and transferring them to and from the file server, had become problematic; and emails with big attachments were causing the email client to crash. The combination was reducing productivity, causing delays to processes, and affecting the company's business.

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**The Solution:** Upgrade the network by changing the cabling and switches, and installing Intel® PRO/1000 Server Adapters in the SAP server and the file server; and Intel PRO/1000 Desktop Adapters in 60 PCs.

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**Benefits:** Significantly improved network speed and performance. Fast and reliable access to the ERP system. No more problems exchanging files or receiving emails with large attachments. Increased productivity and enormous time-savings for users. Business processes no longer subject to delays.

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Founded in 1995, EPIQ SARL is an electronic sub-contracting company situated near Dieppe in the north-west of France. It is part of the EPIQ Group, which is headquartered in Belgium and has operations in six countries. The EPIQ Group designs and produces electronic and electromechanical systems and sub-systems, employs around 2,250 staff and has sales in excess of 120 million euros per year.

EPIQ SARL relies heavily on its ERP system to manage all stages of its activity, but slow network speeds were making it impossible to use the system properly because of script execution failures. Users also had to contend with unreliable file sharing and transfer, and email crashes. They were wasting time and becoming frustrated, and productivity levels were dropping.

In order to increase the speed and performance of its network, EPIQ SARL decided to upgrade to Gigabit Ethernet capability and update its cabling and switches. Following successful implementation of the solution, ERP system access is now fast and trouble-free, files can be shared and exchanged as required, and emails can be sent and received reliably – enabling significant improvements in user productivity, and removing the delays that were hampering business process efficiency.



## Challenge

### Improve network speed and performance

EPIQ SARL has over 200 products across the automotive and industrial markets, and the company relies on its business-critical ERP system to manage its production, distribution, warehousing and financial activities. Around 60 of its 170 employees regularly access the ERP system. They also use another server to exchange large files containing production-related information, including technical drawings. These files can be 30-40MB in size.

During 2004 it became clear that the 100Mbps Fast Ethernet local area network was unable to cope with the volume of files and data it was required to transport every day, and emails with large attachments were causing the email client to crash. Productivity was being hampered for users who couldn't access the ERP system properly because of script execution failures, which were wasting time and causing frustration. This, in turn, increased the workload of the IT department, as it was spending too much time responding to network-related problems.

"The ERP system is at the very heart of our company," explains EPIQ SARL's IT Director, Sébastien Clémence. "Unreliable ERP system access was slowing down processes and affecting our business. It was therefore vital to improve network performance to resolve these problems."

## Process

### Upgrade servers and desktops with Intel Gigabit Ethernet capability

Clémence quickly settled on Intel Gigabit Ethernet as the best solution, so convinced of its suitability that he didn't consider any other option. He worked with a local reseller to devise and carry out the upgrade project.

The company already had a fibre-optic backbone network in place, and other cabling was changed from co-axial to CAT 5 by the reseller. New switches were also installed. The file server and the ERP server were converted to Intel Gigabit Ethernet capability by the addition of Intel PRO/1000 Server Adapters; and all 60 PCs that regularly access those servers were also upgraded: with Intel PRO/1000 Desktop Adapters.

"We chose Intel components because of Intel's reputation, which was strong enough to remove the need to evaluate any other supplier," explains Clémence. "Including the cabling, the project took about four months – but changing the network card in a PC was an easy, five-minute job, which I carried out myself."

## Solution

### Fast, reliable network enables efficient business processes

According to Clémence, the upgrade to Gigabit Ethernet capability was a total success right from the start. "The difference in the speed of the network is remarkable," he says. "For our users, the change has been phenomenal – they noticed the difference in network performance right away. They are saving huge amounts of time now that they can access the ERP system properly, there are no problems transferring and exchanging large files, and email runs smoothly." And with users' productivity improved to such an extent, EPIQ SARL is no longer in danger of missing production or delivery deadlines.

There are benefits for the IT department too. "Users are more content now that their network-related problems have been resolved," explains Clémence, "which is also good news for my team, as we no longer have to deal with lots of complaints. All in all, we are completely satisfied with the return on investment of our Gigabit Ethernet solution."

