

# Barloworld Logistics

Improved remote IT infrastructure and application delivery for a leading international supply chain and logistics management company.

Barloworld Logistics became a wholly owned subsidiary of the international industrial services giant Barloworld Group in 2001. Over the last eight years the organisation has grown from humble beginnings to become a respected international integrated supply chain and logistics management company. During that time the company has expanded from 17 locations in SA to 150 locations in Southern Africa, Middle East, UK, USA and Iberia, with employees growing from 730 to about 2,500. It is crucial to the way the company provides value to its customers that its information technology networks are robust, scalable and flexible, since Barloworld Logistics depends on the value and accuracy of its management information across its supply and demand networks, which are all over the world.

With a customer base that includes almost 40 Fortune 500 companies, Barloworld Logistics therefore needed to improve the efficiency with which it handled its data and applications in order to optimise its own, and its customers', logistics infrastructure. A combination of Citrix XenApp and Citrix Access Gateway was the answer.

### Challenges

Barloworld Logistics provided hosting at its own data centre, and therefore required an infrastructure that is resilient, efficient and able to support multiple sites and users. Although they do use mobile connectivity via HSDPA routers for staff, a challenging requirement was for effective redundancy measures should telephone lines go down or when there is a need for system maintenance.

### Solution and Implementation

Barloworld Logistics wanted to deliver the applications they needed for their staff efficiently, without having to worry about bandwidth. As a result, their existing implementation of Citrix XenApp was upgraded to deliver the necessary applications, which include various mission critical supply chain planning and freight applications, as well as the MS Office suite, ERP and CRM applications.

To support around 50 remote employees, who regularly travel internationally and need to use applications and data securely, Barloworld Logistics chose to implement Citrix Access Gateway to provide a secure SSL VPN solution. Smart Axess Solutions, a Gold Citrix Solution Advisor, was the strategic partner chosen to pilot, design and deploy the solution for Barloworld Logistics.

The success of the HSDPA routers used by these remote workers has resulted in an expectation for the same services that are available in the office to be accessible while on the move. The combination of Citrix XenApp and Access Gateway provided the ease of mobile Internet access while maintaining the level of security required by the business critical applications used by Barloworld Logistics in its work with its customers.

### Results and Achievements

The solution is already enabling staff to work more effectively remotely, and Barloworld Logistics is able to integrate new customers and partners into its infrastructure more quickly.

New facilities in different locations, such as offices or warehouses run on behalf of customers, can now be brought online far more quickly. Developers at remote sites can also work more efficiently thanks to Citrix, and the company's go-live time has halved. The resulting infrastructure is not just optimised but far more flexible.

Citrix has enabled Barloworld Logistics to streamline its organisation and improve the IT services they provide to customers and partners. They can now take advantage of web technology without creating a strain on web resources or having to compromise on security.