# F5 Ensures High Availability for Leading Software-as-a-Service Provider

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*Over a thousand critical customer applications supported by F5® BIG-IP® platform*

SEATTLE--(BUSINESS WIRE)-- F5 Networks, Inc. (NASDAQ:FFIV), the global leader in Application Delivery Networking (ADN), today announced that Varolii, market leader in Software-as-a-Service (SaaS) Customer Interaction Management (CIM) solutions, is using F5 products to guarantee the highest application availability for its customers, including prominent Fortune 1000 and Fortune 500 companies.

"F5 technology gives us much stronger reliability and redundancy for our cloud services, so we can confidently deliver B2C customer interaction applications that demand near 100 percent uptime. These applications are being used to communicate in a time critical manner with over three million U.S. consumers per day," said David McCann, President and CEO of Varolii.

One major U.S.-based airline depends on Varolii to send its passengers updated flight information via personalized voice, text, or email messages. Another airline uses a Varolii automated communication application to adjust flight and ground crew schedules when necessary. During Superstorm Sandy in November 2012, more than 150 large U.S. organizations used Varolii solutions to send critical communications to their employees, crisis teams, state and local emergency responders, utility customers, and students.

Prior to implementing F5 technology, Varolii relied on slower, expensive network systems and had to manually redirect web traffic to alternate data centers by configuring each application. But several years ago, the organization installed BIG-IP Local Traffic Manager™ (LTM®) devices, which enabled Varolii to quickly and easily direct network traffic across multiple servers to guarantee the highest application availability. Varolii also deployed several BIG-IP Global Traffic Manager™ (GTM™) devices, which help the company provide near-instantaneous geo-redundant operational capabilities.

"We looked at several different technology vendors, but F5 was the only one that offered the combination of great features, platform flexibility, and manageability," said McCann. "Every customer application we support goes through BIG-IP LTM and GTM. F5 has become an essential part of our entire infrastructure—and our Fortune 500 clients expect world class SLAs and applications that are always running and must work at critical times."

The F5 solution has also helped Varolii reduce the service recovery window for one of its most critical applications from 45 minutes to 30 seconds. In addition, with BIG-IP LTM, Varolii has eliminated up to four hours of monthly planned maintenance outages for customers because it no longer has to manually redirect traffic. The F5 technologies have also played a role in the organization's data center consolidation, which reduced the number of servers by 40 percent.

"We recognize how critical performance, availability, and reliability are to SaaS vendors like Varolii and other enterprises that deliver cloud-based services to hundreds of thousands of customers," said Jason Needham, Vice President of Product Management and Product Marketing at F5 Networks. "Using F5 BIG-IP LTM and GTM, Varolii has the peace of mind knowing they can

always deliver highly reliable applications that perform at the fastest levels and flexibly handle peak workloads. And they never have to worry about downtime."

## Additional Resources

- BIG-IP Global Traffic Manager – Datasheet
- BIG-IP Local Traffic Manager – Datasheet
- Varolii – Case Study

## About Varolii Corporation

Varolii is a leading provider of customer interaction management applications. Our cloud-based communication services help organizations more effectively interact with large numbers of customers and employees through voice, text messages, smartphone applications, and email, reducing cost of operations and improving service. The company's award-winning Interact platform enables companies to deliver personalized communication on a large scale, achieving better results from fewer interactions. More than 450 companies trust Varolii to manage more than four million interactions every business day. For more information, visit www.varolii.com.

## About F5 Networks

F5 Networks (NASDAQ: FFIV) makes the connected world run better. F5 helps organizations meet the demands and embrace the opportunities that come with the relentless growth of voice, data, and video traffic, mobile workers, and applications—in the data center, the network, and the cloud. The world's largest businesses, service providers, government entities, and consumer brands rely on F5's Intelligent Services Platform to deliver and protect their applications and services while ensuring people stay connected. Learn more at www.f5.com.

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