

## NICE Software

### Profile

NICE Software delivers comprehensive grid & cloud solutions for a wide number of companies and institutions that increases user productivity for better access to applications and computing resources. Since 1996, NICE Software has provided solutions built on its flexible EnginFrame Grid Portal technology, delivering leading software products aimed at the organizational management and optimization of computing resources. NICE Software operates in a variety of industries including oil and gas, aerospace, automotive, life sciences, and telecommunications.

### Challenge

NICE Software had seen strong adoption by oil & gas companies, as the software allows petroleum engineers to reduce submission time, track runtime, and efficiently manage large data-sets associated with daily uploads. However, a considerable amount of time was being spent waiting for large data sets containing geophysical, seismic, and other types of data to be collected and transferred.

"A client of ours was experiencing problems when submitting jobs from Perth, Australia to Houston, Texas," said Antonio Arena, Solutions Architect at NICE Software. "The data sets can vary in size from 2 GB to 5 GB. Engineers had to transfer the files to Houston using Windows Explorer, submit them to the cluster, and then copy back the results." Furthermore, network conditions often added complexities and bottlenecks to file transfer tasks, causing many failed and unreliable transfers when sending this crucial data.

**"We are pleased to report that [FileCatalyst Direct] has resulted in measurable increased efficiencies."**

—Antonio Arena, NICE Software

### AT-A-GLANCE



Company **NICE Software**

Industry **Oil & Gas**

#### CHALLENGES

- Long upload and download times for large datasets
- Geographic dispersion created file transfer inefficiencies
- Poor network conditions resulted in unreliable transfers

#### PRODUCTS

- FileCatalyst Direct
- EnginFrame Grid Portal

#### RESULTS

- Accelerated transfer speeds resulted in time savings and greater organizational efficiency
- Dramatically increased reliability for every transfer
- Reduced run times for CPU intensive applications

## Solution

To accelerate file transfers within NICE Software's solution, FileCatalyst Direct was directly integrated within the existing EnginFrame software. The FileCatalyst Direct point-to-point solution enabled accelerated and managed file transfers via FileCatalyst's patented UDP-based technology. The solution allows for file transfer speeds of up to 10 Gbps for any file size between cities, countries, and even continents.

## Results

As a result of using FileCatalyst, EnginFrame's client organizations were able to recoup lost time by gaining rapid access to their valuable data, applications, and resources. "We are pleased to report that this has resulted in measurably increased efficiencies," said Antonio Arena, Solutions Architect for NICE software. The efficiencies gained were the results of faster file transfers, dramatically increased reliability, and reduced run times for CPU intensive applications such as seismic analysis and reservoir simulation software.

### About HelpSystems

HelpSystems is a people-first software company focused on helping exceptional organizations Build a Better IT™. Our holistic suite of security and automation solutions create a simpler, smarter, and more powerful IT. With customers in over 100 countries and across all industries, organizations everywhere trust HelpSystems to provide peace of mind. Learn more at [www.helpsystems.com](http://www.helpsystems.com).