

FASTER,
BETTER
& **Smarter**

Network
Accelerated



Customer

**Selangor State
Government**

Project

**Web & Network
Access**

Business

Selangor is Malaysia's most populous state, with the nation's biggest conurbation, the Klang Valley. With more than 1000 employee located at the Bangunan Sultan Salahuddin Abdul Aziz Shah.

Problem

The State IT department was facing a challenge due to the demand from the users in the Selangor State.

- Faster access to other value-information such as News, update within the State Government, other States and etc.
- To limit unwanted traffic .
- Pages with error 404.
- Bandwidth utilization always 100%.
- Users complain about slow Internet access.
- Pages always time up.

Solution

Using Arahe's NetCelerate with its automatic advanced graphics optimisation engine, cache engine, pre-load technology, improving the user experience within the organization.

The State government is extremely satisfy with the performance. Within 2 months The State Government issue a "sebut harga" to purchase another to improve the performance for their web traffic.

Result

- Bandwidth utilization drop to 75%.
- Pre-load technology helps to reduce the out-going traffic.
- User satisfaction on the fast loading time.

ARAHE SOLUTIONS SDN BHD

Suite B-09-01, Plaza Mont Kiara,
2 Jalan Kiara, Mont Kiara,
50480 Kuala Lumpur, Malaysia.

Tel: +603 6201 8315

Fax: +603 6201 8325

Email : info@arahe.com

Website : www.arahe.com

FASTER, **BETTER**
 & **Smarter**

web applications
Accelerated



Customer

AsiaEP Bhd

Project

**Electronic
 MarketPlace**

Business

AsiaEP Bhd, a listed company, develops and operate Asia's leading electronic MarketPlace and has a buying business community from over 203 countries with a total buying value of over US\$130 billion. More than 3,500 companies world-wide has their website hosted and listed by AsiaEP.

Problem

As AsiaEP has no control over the content uploaded by their hosted customers, many of their hosted pages consist of many large images which meant that pages became bloated and slow to download. This problem was more severe for users in North America and Greater China where the majority of the buying community was located.

Solution

Arahe's SiteCelerate, with its automatic advanced graphics optimisation engine, was able to automatically optimise all images and text of the hosted websites and hence, improving the eMarketPlace experience for its users.

Result

AsiaEP was also able to leverage SiteCelerate as a competitive selling advantage to its hosted customers who are happy with the performance of their websites.

- Performance improved.
- Speed increases of 30% to 1,000%.
- Average bandwidth usage decreased by 75%.

ARAHE SOLUTIONS SDN BHD
 Suite B-09-01, Plaza Mont Kiara,
 2 Jalan Kiara, Mont Kiara,
 50480 Kuala Lumpur, Malaysia.

Tel: +603 6201 8315
 Fax: +603 6201 8325
 Email : info@arahe.com
 Website : www.arahe.com

FASTER,
BETTER
& **Smarter**

web applications
Accelerated



Customer

**Bursa Malaysia
Berhad**

Project

**Bursa Malaysia
Website**

Business

Bursa Malaysia Berhad is an exchange holding company, listed on the Main Board of Bursa Malaysia Securities. Bursa Malaysia Berhad operate a fully integrated exchange, offering the complete range of exchange-related services, including trading, clearing, settlement and depository services. Bursa Malaysia also provide information services related to the Malaysian securities market.

Established in 1973, Bursa Malaysia today has over 1,000 listed companies offering a wide range of investment choices to the world. Companies are either listed on Bursa Malaysia Securities Main Board for larger capitalised companies, the Second Board for medium sized companies or the MESDAQ Market for high growth and technology companies. Bursa Malaysia also have an offshore market.

Problem

Bursa Malaysia Website facing a challenge due to:

- Increase of number of user access to their website.
- beginning of year 2007, the KLSE composite index was over 1200 the number of hits increase tremendously.
- High Bandwidth utilization.
- Pages can't be displayed when traffic is high.

Solution

Multiple vendors have been called by Bursa Malaysia to conduct the POC. Within a day, Arahe web accelerator, SiteCelerate, as help the Bursa Malaysia to accelerate and optimise all the text and images on their website. Hence, improve the overall performance of the servers.

Result

- Fast access to pages .
- Fast access to company information (integrated with back-end system) increase the performance of the web servers.
- Off-load the back-end servers.
- User will be able to access the website when is peak, with a slow connection (GPRS/EDGE).

ARAHE SOLUTIONS SDN BHD

Suite B-09-01, Plaza Mont Kiara,
2 Jalan Kiara, Mont Kiara,
50480 Kuala Lumpur, Malaysia.

Tel: +603 6201 8315

Fax: +603 6201 8325

Email : info@arahe.com

Website : www.arahe.com

FASTER,
BETTER
& **Smarter**

web applications
Accelerated



Customer

**DiGi Telecommunication
Bhd**

Project

Enterprise Portal

Business

DiGi is a leading mobile communications company providing a comprehensive range of affordable, convenient and easy to use wireless services to simplify and enrich the lives of its customers. DiGi has established presence as a leader in voice and data prepaid services with a number of firsts that have set industry benchmarks for creativity and innovation. DiGi delivers high quality voice as well as value-added mobile content and data services to both individual and corporate customers.

They create value for their customers by selecting the most appropriate cutting edge technology so that they benefit from products and services that give them choice, convenience and control.

Problem

DiGi staffs are facing problem accessing to their internal portal which hosted at HQ in Europe which having limited bandwidth between HQ and regional office. Arahe Solutions was called in to solve the problem.

- Slow Enterprise Portal at DiGi impacting investment in Enterprise Portal
- All DiGi branches throughout Malaysia including remote customer service centres are facing problems
- Pages cannot be displayed when traffic is high during peak hour

Solution

Using our SiteCelerate Web Acceleration System and expert tuning by our consultants, we were able to solve the performance issues and enhance the business users experience.

Result

- Average speed drops from 40 secs to 1-2secs
- Saved bandwidth on WAN and VPN connections to allow other critical applications to run
- Eliminated complaints on poor performance
- Live since Dec 2005

ARAHE SOLUTIONS SDN BHD
Suite B-09-01, Plaza Mont Kiara,
2 Jalan Kiara, Mont Kiara,
50480 Kuala Lumpur, Malaysia.

Tel: +603 6201 8315
Fax: +603 6201 8325
Email : info@arahe.com
Website : www.arahe.com

FASTER,
BETTER
& **Smarter**

web applications
Accelerated



Customer

eCosway Sdn Bhd

Project

MLM System

Business

eCosway began operations in December 1979, with a simple concept of distributing quality products at highly competitive prices through a unique Network Marketing system. Today, it has grown to become one of Asia's largest Network Marketing companies.

eCosway are proud that the shoppers will find great products, great discounts and amazing deals with Shopper Rewards program and Amazing \$1 Auction. Besides that, Suppliers can also gain exposure to more customers around the world at no extra expense.

Problem

In view of the business growth, Information Technology Department of eCosway intended to provide the best web application and fast access speed to their customer, supplier as well as internal staff.

- Large content size of pages and images cause slow performance, particularly users access from China, Taiwan and Hong Kong, Australia and India

Solution

With SiteCelerate's automatic advanced graphics optimisation engine, was able to automatically optimise all images and text of the hosted websites and hence, improving the eBusiness experience for its users.

Result

- Fast access to pages
- User satisfaction on the fast loading time

ARAHE SOLUTIONS SDN BHD

Suite B-09-01, Plaza Mont Kiara,
2 Jalan Kiara, Mont Kiara,
50480 Kuala Lumpur, Malaysia.

Tel: +603 6201 8315

Fax: +603 6201 8325

Email : info@arahe.com

Website : www.arahe.com

FASTER,
BETTER
& **Smarter**

web applications
Accelerated



Customer

**Kumpulan Wang
Simpanan Pekerja**

Project

**Online i-Account
System**

Business

Kumpulan Wang Simpanan Pekerja (KWSP), or the Employees Provident Fund (EPF), is a national social security organisation operating through a provident fund scheme in Malaysia. The EPF provides retirement benefits for members through management of their savings in an efficient and reliable manner. The EPF also provides a convenient framework for employers to meet their statutory and moral obligations to their employees.

Problem

As part of its continuing efforts to provide better customer service to its members, KWSP has developed a comprehensive online Portal for its members to access the wealth of information on its services and also a unique online i-Account system for its registered members to view their current KWSP account details and transactions online.

However, due to the popularity of the Portal and the hundreds of thousands of registered online users, KWSP's PHP based system was unable to cope with the load and has experienced minute-plus slow page download speeds, server outages and time-outs. This has resulted in numerous complaints from the Public and overwhelming its customer service unit.

Solution

Arahe, in a comprehensive live trial before deployment that lasted a month, was able to accelerate the download speeds to less than 10s and increase server scalability by 40 times. The results were based on KWSP's own stress tests.

Result

- Performance improvements of 300% and Bandwidth usage reduced 80%
- Scalability of i-Account improved 40 times

ARAHE SOLUTIONS SDN BHD
Suite B-09-01, Plaza Mont Kiara,
2 Jalan Kiara, Mont Kiara,
50480 Kuala Lumpur, Malaysia.

Tel: +603 6201 8315
Fax: +603 6201 8325
Email : info@arahe.com
Website : www.arahe.com

FASTER, **BETTER**
& **Smarter**

web applications
Accelerated



Customer

Media Prima Bhd

Project

Hosted Websites



Business

Media Prima Berhad (Media Prima), the leading integrated media investment group in Malaysia, was listed on the Main Board of Bursa Malaysia (the Malaysian Stock Exchange) on 22 October 2003. The Group has a diversified interest in a complete media platform from the broadcasting (TV and radio), online, outdoor advertising content creation, print media and event management.

Media Prima's origins date back to 1983 when shareholders of The New Straits Times Press (Malaysia) Berhad (NSTP) launched TV3, the nation's first private TV network, in June 1984. TV3 subsequently went public in April 1988 and was placed together with NSTP under the holding of Malaysian Resources Corporation Berhad (MRCB).

Problem

The Challenges facing by the IT department:

- Bandwidth utilization 100% - Lot of user get error messages (error 404 page cannot be displayed), clients are not satisfy with the response time.
- high traffic - this is due to the number of traffic per day to the web server is extremely high, the total hits per day is in the range of 3,000,000 to 3,500,000.
- Server utilization – the web server utilization (memory and CPU) always at the maximum level.
- Slow delivery – most of the content are in graphic format, user needs to wait for the content, if with the slow connection, user will not be able to view the graphics.

Solution

Arahe proposed our APICTA award winning SiteCelerate product and was able to automatically optimise all images and text of the hosted websites and hence, improving the users experience visiting their websites.

Result

- Bandwidth utilization reduce more than 40%
- Web Server utilization improve more than 50%
- User satisfaction from the group
- Fast access to websites
- 2-3 millions hits per day
- User still can access the heaviest page (HotFM's blog with lot of images) by using GPRS/EDGE connection
- Web Server and Database server utilization drop

ARAHE SOLUTIONS SDN BHD

Suite B-09-01, Plaza Mont Kiara,
2 Jalan Kiara, Mont Kiara,
50480 Kuala Lumpur, Malaysia.

Tel: +603 6201 8315

Fax: +603 6201 8325

Email : info@arahe.com

Website : www.arahe.com

FASTER,
BETTER
& **Smarter**

web applications
Accelerated



Customer

POS Malaysia

Project

**e-Insurance
System**

Business

POS Malaysia is the exclusive provider of mail services in Malaysia. From simple letter to parcel delivery, PMB offer a complete range of competitive and customer-responsive mail and specialty services to assist all individual and business customers. Currently, POS Malaysia operates more than 600+ Post Offices throughout the country.

Problem

Pos Malaysia Bhd together with its partner, Financial Link Sdn Bhd has been attempting to deploy a web-based e-insurance cover note system to its 600+ Pos Branches throughout Malaysia that allowed POS Malaysia to sell Motor Insurance at each of its branches.

However, the majority of the branches were on slow 9.6Kbps leased lines on its WAN network. Some of the branches were even sharing the 9.6Kbps lines.

This meant that the e-insurance web system could not be launched as the performance was unacceptable and page loads runs into the minutes with frequent application time-outs. Even after months of testing, application re-writes and code optimization, the problem persisted.

The only option was to upgrade its WAN Network at a cost of millions of Ringgit up-front with a recurring yearly telecommunications cost by millions of Ringgit as well. This would also mean up to a year of delay as the telecommunication lines were being upgraded.

Solution

In three days, Arahe helped to accelerate the application to use 80% to 95% less bandwidth with our flagship SiteCelerate web acceleration product. This allowed the application to perform at good speeds at the branches.

Result

- Performance problems eliminated.
- Allowed application to be used over slow 9.6Kbps shared lines with acceptable performance.

ARAHE SOLUTIONS SDN BHD
Suite B-09-01, Plaza Mont Kiara,
2 Jalan Kiara, Mont Kiara,
50480 Kuala Lumpur, Malaysia.

Tel: +603 6201 8315
Fax: +603 6201 8325
Email : info@arahe.com
Website : www.arahe.com