

Royal Caribbean International: Speeding Satellite Data Connections

**Business Profile:**

Royal Caribbean International is a global cruise vacation company that operates Royal Caribbean International and Celebrity Cruises, with two private Caribbean islands and a combined total of 25 ships in service and three under construction or on order.

Industry:

Travel

Challenges:

Royal Caribbean operates 25 ships and two private island resorts, all connected via 128 or 192 Kbps frame relay connections via satellite. As the company began moving more of its corporate applications to users on these ships and islands, network connections slowed, prompting user complaints.

Solution:

Royal Caribbean deployed two Juniper Networks WX™ 50 application acceleration platforms at headquarters and 25 WX 20 platforms on its ships and islands to accelerate the satellite connections.

Benefits:

The Juniper Networks equipment doubled the effective throughput of the satellite links, enabling broader application deployment with far fewer user complaints.

Company:

More than a quarter century ago, Royal Caribbean International® set sail on a voyage that has taken its ships to the ends of the earth – and made it a leader in providing exciting and memorable cruise vacations to millions of guests along the way. Royal Caribbean and Celebrity Cruises' itineraries include enchanting, fabled and romantic seaports from the picturesque islands of the Caribbean to the Mediterranean to Alaska.

Customer Challenges:

Royal Caribbean wanted to pursue a corporate strategy of moving more of its customer service applications out into its 27-ship fleet and its islands (CocoCaySM in the Bahamas and Labadee[®] in Hispaniola). But the company was restricted by low bandwidth on the satellite-based 128 and 192 Kbps frame relay circuits that connect these properties with its corporate offices in Miami. On investigation, they found that even modest, 64 Kbps increases in satellite bandwidth would increase its monthly communications costs 20 percent.

Juniper Networks Solution:

By adding a Juniper Networks WX 20 application acceleration platform to each ship and island and installing WX 50 application acceleration platforms at the company's Miami and island headquarters, Royal Caribbean essentially doubled the effective throughput of its satellite links. Royal Caribbean's IT staff pre-configured the WX 20 units at headquarters and then sent them to each ship for a 30-minute installation on board.

"When we compared Juniper Networks products against router compression solutions, it was obvious that Juniper Networks offered far better performance, and we could see the improvement immediately with their monitoring tools. The installation was simple, with little ongoing management time required."

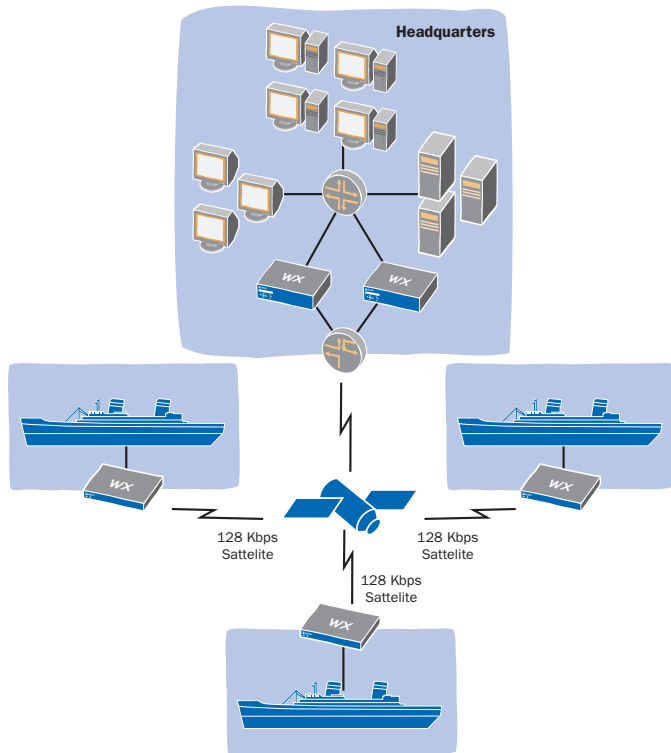
Chris Ennevor
Senior Technologist
Royal Caribbean

Alternatives Considered:

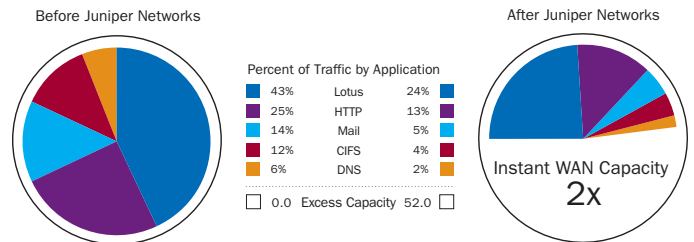
Royal Caribbean evaluated the cost of increasing the bandwidth on its satellite links but found that even 64 Kbps improvements would increase its monthly communications costs by 20 percent. The company also investigated router compression as a means of increasing bandwidth but found that Juniper Networks offered better performance.

Juniper Networks Benefits:

Juniper Networks' solutions doubled the effective throughput of its shipboard and island satellite links. This improvement enabled the company to deploy such applications as voice over IP, e-mail, Lotus Notes®, and reservation and finance applications. In addition, the Juniper Networks equipment significantly reduced employee and customer complaints about Internet and other application performance.



Royal Caribbean International deployed 25 Juniper Networks WX 20 application acceleration platforms and two Juniper Networks WX 50 platforms to double the bandwidth of shipboard satellite links.



Royal Caribbean International doubled the throughput of its shipboard and island-based satellite links, enabling it to deploy new remote applications while reducing user complaints.



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