VARNISH
SOFTWARE

Servcorp uses Varnish Enterprise to supercharge the speed and performance of their local websites from a centralized, global CMS

Case Study:

Servcorp

Servcorp uses **Varnish Enterprise** to supercharge the speed and performance of their global CMS

Background

Servcorp is a leader in providing flexible serviced office space, virtual offices, co-working spaces, meeting rooms and IT services for SMEs and large businesses alike.

Multinational but founded in Australia, Servcorp operates in 22 countries and 44 cities in 150+ global locations, helping companies of all sizes to work where and how they want, to maximize their business potential.

The challenge:

As a global brand, Servcorp wanted to consolidate their web presence. Being in 22 countries and counting, the need arose to replicate and standardize Servcorp's sites across its expanding footprint.

To achieve this centralization, Servcorp deployed its global content management system (CMS) platform to enable a global Servcorp standard while making it easier for their web and marketing teams to create and change content for their 22 localized sites.

The Umbraco CMS they used worked very well for content development itself, but content delivery performance began to suffer. Clients trying to access content would receive their localized version, but it was being served from across the world, adding latency to its delivery. From a performance perspective, this was not satisfactory, and Servcorp's tech team understood that they needed to find a solution for delivering the content from as close as possible to the end user.

Servcorp at a glance

Organization

- Servcorp provides office space, virtual offices and services and IT services for SMEs and large businesses in 22 countries, 44 cities in 150+ global locations, such as New York, Tokyo, Hong Kong, London, Abu Dhabi and Singapore.

Challenge

- Speed up/reduce latency in global content delivery from Umbraco CMS platform
- Deliver content from as close to end user as possible

Varnish Enterprise

- Caching CMS content to speed up content delivery and move content closer to end users
- Up to 70% reduction in load times
- Varnish helps cache up to 90% of content, for dramatically improved speed and performance
- Reduction in latency (28%)
- Running about 8 servers
- Future: Replacing Akamai SSL with Varnish SSL, realizing savings and reducing complexity

We understood the real need for speed and performance boosts and the need to make what's global local. Caching is critical for us. When we researched potential solutions, Varnish clearly demonstrated that it could meet our needs.

-Daniel Kukucka,
CTO, Servcorp

The solution: High-performance caching of Umbraco CMS content for high-speed content delivery

The flexibility of Varnish allows it to work seamlessly with a variety of content management systems, such as Umbraco.

Making the centralized global content more local — in other words, ensuring that localized content is available as close as possible to the end user — was ultimately what Servcorp needed for its global content delivery solution.

The original Varnish setup was, according to Servcorp, quite easy. The system is run in-house and its configuration posed no challenges. In fact, upon initial deployment of Varnish on an older version of the CMS, the Servcorp team realized that the CMS version they were using was growing obsolete and had security issues. They built a second instance of the CMS in parallel, and took advantage of how easy Varnish is to build and sync. Servcorp was able to run two instances of the CMS with Varnish deployed simultaneously, and seamlessly decommission the first once they had completely migrated to the second.

We did our due diligence and looked at various CDN and caching solutions. Our research helped us determine that Varnish was the best fit for us and for working with our CMS. We immediately saw dramatic increases in speed and performance.

-Daniel Kukucka, CTO, Servcorp

Varnish has been consistently easy to deploy, easy to manage and very easy to track performance. For us, the Varnish component was the 'rest easy' piece of the puzzle.

-Daniel Kukucka, CTO, Servcorp

Results: Speed and performance: Varnish to the CMS rescue

In aiming to use Varnish to speed up content delivery from their CMS, Servcorp experienced a number of performance improvements with their Varnish implementation.

Load Times

30 - 70%
Reduction

Between 30 and 70% reduction in load times across their global web footprint

Latency

28%
Reduction

28% average reduction in latency

Content Caching

90%
Faster

Up to 90% of content was cached by Varnish, which was instrumental in serving content faster and improving load times dramatically

Implementing Varnish we immediately saw results. It has functioned perfectly.

-Daniel Kukucka, CTO, Servcorp

Servcorp's future includes Varnish

A big milestone for Servcorp in the next 12 months will involve shifting their SSL setup from Akamai to Varnish. Today, Servcorp uses Akamai for SSL, but is looking at consolidating SSL certificates into Varnish to gain even more value and realize savings by removing Akamai, its cost and complexity altogether.

I took the lead in working with Varnish because I see it as a key component of what my team delivers to the business. The relationship with Varnish works well, and Servcorp sees this as a long-term solution for our business.

-Daniel Kukucka, CTO, Servcorp

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