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## **MEDIA STATEMENT**

### **Legal Aid SA's investment in technology significantly enhances its operational efficiencies and client reach**

- 50% reduction in bandwidth utilization
- Significant increase in ROI
- 100% visibility in all network traffic

Legal Aid South Africa is a public entity with a Constitutional and legislative mandate to provide quality legal services to those who cannot afford their own legal representation.

As a national organisation, with a footprint of 135 offices and almost 3000 employees that serves an average of 700,000 people annually, technology has a significant role in enhancing Legal Aid SA's operational efficiencies.

The organisation also leverages technology in its governance, risk and compliance processes, and this has seen it maintain a consistent record of clean audits over the past 14 years from the Auditor General.

According to *Joe Khosa, Chief Information Officer at Legal Aid SA*, with limited network bandwidth in South Africa and the recent liquidation of its previous WAN optimisation provider, Legal Aid SA was looking for a solution to improve network performance, provide detailed traffic visibility and control and reduce overall network costs.

## **The Challenge**

- Legal Aid SA requires reliable access to its business-critical applications like case management software and enterprise resource planning tools, in order to provide efficient and effective social services to its clients.
- Average line speed in South Africa's urban and rural areas is limited to 512kbps. Trying to successfully use this network without bandwidth optimisation is impossible.
- Legal Aid SA's previous WAN optimization solution didn't include a monitoring tool, forcing the organisation to consider purchasing an additional solution, which would significantly increase network-operating costs.

"We looked at Exinda because we needed an integrated WAN solution that could prioritise and accelerate our central applications, but also provide an insightful monitoring component to control all unwanted network traffic," said Mr Khosa

## **The Solution**

Legal Aid SA implemented Exinda's 2061 series in each of its 134 offices and the 6062 series at Legal Aid SA head offices.

- Exinda's Quality of Service is much more advanced than Legal Aid SA's previous WAN solution, delivering SSL application acceleration in addition to policy-based traffic shaping. Legal Aid SA can now control bandwidth by user, group and location across all 135 offices and head office.
- With Exinda's integrated WAN orchestration suite, Legal Aid SA can also effectively monitor and manage all employee-generated recreational traffic without having to purchase an additional tool. All unwanted applications like Twitter, Facebook and YouTube are prevented from exhausting the very limited bandwidth afforded to the company.

"The ability to analyse all network activities across our entire organisation and pinpoint the exact applications that are straining our network is such a cool feature," said Mr Khosa.

## **The Result**

Exinda has been successfully implemented at Legal Aid SA for 8 months. The organisation has already seen a 50% reduction in bandwidth utilisation and has gained full control of all network traffic, ensuring the prioritisation of all business-critical applications. Further, because the organisation did not have to purchase a separate tool for monitoring, networking costs have reduced and it has seen a significant increase in ROI.

“The best part of implementing Exinda is that we now have complete transparency of all applications end-to-end,” concludes Mr *Khosa*.

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**Issued by the Communications Department of Legal Aid South Africa.**

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