**CacheFly**

# Kivuto Adds Fast, Secure Software Delivery to its Value Pitch

**Kivuto** (formerly e-academy)
Toronto, Canada
www.kivuto.com

## Industry

Software distribution and licensing, with a focus on educational institutions.

## Challenges

- Kivuto's global customers were suffering slow downloads due to the distance of its single-location origin server in the U.S.
- Required an easy-to-implement, scalable CDN to save bandwidth costs and local resources.
- Needed high throughput delivery performance to ensure the fastest software downloads.

## Results

- High throughput performance ensure the fastest downloads, worldwide.
- A CacheFly customer since 2005, Kivuto keeps their users happy with faster downloads.
- Secure downloads prevents unauthorized access.

*"CacheFly has outperformed a number of other competitors in terms of uptime and almost flawless operation...their security platform offering allowed us to provide differentiation of services from our competitors."*

-David Law, Director of IT, Kivuto

## Company Overview

Kivuto Solutions is a global leader in complex digital distribution solutions. Previously known as e-academy, Kivuto's mission is to maximize software availability for organizations by reducing the total cost of software distribution and license compliance for content owners and vendors.

Kivuto's hosted, flexible and scalable solutions are designed to meet the needs of the entire digital supply chain; simplifying the process of getting digital goods into the hands of individuals.

## Business Challenges

Kivuto was initially using a single location content delivery arrangement, but that proved to be cost prohibitive once the company started to grow. "We previously hosted at the same location as our primary application, resulting in unnecessary competition for bandwidth and local resources which, in turn, raised the associated costs for viable solutions," noted David Law, Director of IT. "It did not scale well and did not provide consistent levels of performance and/or service for different customer locales."

Gustavo Sanchez, Director of Marketing for Kivuto, adds that "(Kivuto's) challenges were around providing timely and efficient download services to clients in EMEA/APAC. We realized a CDN was the way to go and CacheFly seemed to be one of the best according to our initial research. Our initial pilot (in 2005) involved providing customers in Japan with access to software downloads at high speeds."

## The Results

With the original Kivuto configuration, customer satisfaction suffered since downloads from U.S. servers to international clients were slow and would often time out. Switching to CacheFly was key to securing large projects in Japan, Switzerland and the rest of Europe, the Middle East, and Africa. Sanchez notes, "We chose CacheFly because of the large Content Delivery Network they offered, multiple server locations around the world that could offer high speed downloads to our clients globally, as well as the ability to protect download links with the technology of their security platform."

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Since switching to CacheFly, Kivuto has been able to exceed the expectations of its clients, as well as provide additional performance to other elements of their company. "We have been able to leverage the ease of use and speed of deployment to provide fallback coverage for other offerings as required," says Law. "CacheFly has been able to provide flexibility in their contractual arrangements and service offerings, which has allowed us to meet our own customer requirements as business changes."

## Evaluating CDNs? Look for Throughput.

Most CDNs will try to convince you that Time To First Byte (TTFB) is the only measure of a CDN's performance. However, TTFB only measures how fast the web server is able to respond to a request, not Time To Last Byte (TTLB), or the total time from request to download. Your users' first request should be as fast as possible. You need a CDN that performs from the first byte to the last byte, and nobody does that better than CacheFly.



## About CacheFly, The Throughput Experts

Launched in 2002, CacheFly developed the world's first TCP-anycast based Content Delivery Network (CDN), the only network built for throughput. From the first byte to the last byte, CacheFly delivers your files the fastest.

Learn why thousands of companies from over 80 countries trust CacheFly. Visit cachefly.com.

## Are your files delivered fast enough?
Be the fastest with the throughput experts.

**1.312.895.3030**    sales@cachefly.com    cachefly.com