



Case Study Carrier Services



ABOUT THE CLIENT

The client is a global design firm with strict customer expectations that require responsive, graphically intense deliverables.

OBJECTIVES

The client required an interoffice and external communication solution that was more robust than their existing premise based product.

It wanted to streamline its data management with primary/redundant ISP connectivity, data storage, and desktop and application management via a single pane of glass.

The client wanted to determine its data network requirements and sought to decide on whether to opt for IPS-based MPLS/DIA or aggregated DIA using SD-WAN.

APPROACH & SOLUTION

- The solution discussion began around a need for higher bandwidth requirements for inter-office project work and communications. In asking about long-term goals, we uncovered the desire to move away from MPLS-based technology and into high capacity Dedicated Internet Access (DIA) because of application migration to cloud services.
- The client's desire to maintain control of their network between sites led us to replace MPLS with multiple DIA connections and SD-WAN. This solution enabled them to aggregate multiple connectivity solutions with failover, create secure VPN tunnels, and manage through a single pane of glass.
- The client required a more mature communications platform allowing it to collaborate more effectively with customers and offices, which led to the evaluation of a legacy PBX. The ISSQUARED® team decided to replace the existing solution using a cloud-based voice and video platform that provided the client with the ability to host internal and external voice and video calls. And, it also enabled the client to host meetings that required visual presentation easily and quickly.

RESULTS

The Client can better evaluate their cloud position with SD-WAN technologies, higher, redundant bandwidth, and voice/video now in control. These solutions allow them to communicate internally and externally using multiple technologies and work with ISSQUARED®'s Carrier Services team for future technologies.

The client's small IT Team can better manage their day-to-day activities and network management issues through a single portal, giving them control and access they didn't have in the past.

ISSQUARED®'s Carrier Services team is now a trusted advisor and the single point of contact for the client regarding support, evaluation of services, and contract management.



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