



Manufacturer Challenges Solved with Vocal IP SD-WAN

CASE STUDY

OVERVIEW:

In the telecommunications world, businesses in rural areas often face the "last mile problem". While metropolitan areas receive new computing and telecommunications infrastructure, those updates decline sharply as the networks extend into rural locations. Customers operating in those regions are often forced to struggle with outdated services that their metropolitan counterparts take for granted.

PROBLEM:

Network failures faced by this growing company had reached intolerable levels. Many of their branches lacked next-generation telecom infrastructure creating constant outages and low transmission quality. As a manufacturer of heavy equipment, they knew that reliable customer service was the lifeblood of their business and that their inability to effectively communicate between branches was becoming a problem.

As part of the customer's logistical business strategy, branches needed to be relocated frequently. The disparate POTS services provided by local carriers could not provide the flexibility to move locations. Their unique requirements proved a significant barrier for obtaining dedicated circuits due to high costs and termed agreements with ISPs.

Reconciliation of numerous bills became time-consuming and cost the company valuable resources. For an organization with a lean workforce in every branch and a small IT department in their central office, managing support requests with multiple vendors proved to be unsustainable.

SOLUTION:

After our initial discovery, we saw that the customer was a fit for our secure and resilient SD-WAN platform. Utilizing this solution, we located low-cost internet connections and created a unified SD-WAN across all branches. The customer benefitted from high-end network infrastructure without the exorbitant costs and resources required to provision and move dedicated circuits.

To meet the customer's cybersecurity demands, we utilized a virtual network firewall solution, providing robust traffic filtering and intrusion protection at every location, with a centralized set of management policies that could be managed via Vocal IP's comprehensive web-based portal.

This new virtualized network is the home of a Vocal IP Hosted VoIP phone system. This customer can instantly enjoy the benefits of a next-generation telecom platform, starting with consolidated extension-dial across their entire 15-state organization through a unified network.

Previously, the client used 20+ different vendors to fulfill all their internet and phone service requirements. Vocal IP was able to consolidate the billing of their many ISP, PBX, PRI, and SIP trunking services into a single monthly invoice. In addition, the customer benefitted from a single NOC for all support requests, freeing up valuable IT staff resources. Vocal IP gave this customer the tools they needed to take firm command of their telecommunications investments and to plan the future expansion of their growing business.