Case Study

Software-Defined Wide Area Network (SD-WAN)

Client

Staffing

Client is a full-service staffing and recruiting firm with eight locations across the United States. Client's employees require dependable voice service to recruit professionals who can fill open positions with client's wide range of business clients. Client is managing explosive growth and opening an average of two new offices every six to twelve months.

Challenge	CBTS Solutions	Results
• Client is struggling to manage a disparate network of voice applications, and lacks visibility into the entire network infrastructure. • Client experiencing uneven call quality across sites, and spending more time troubleshooting than focusing on core business.	• Custom-designed outcome-based network that leverages the VeloCloud SD-WAN solution. • Individual application performance vectors that are specifically designed to support each of the client's applications.	• Real-time voice and video are now delivered reliably even when 40% of the packets are lost. • Platform that will support client's continued growth, and the redundant connectivity to support future UCaaS/SaaS applications.

Business Challenge

Client lacks a comprehensive, managed voice solution, and has no visibility into its network. Instead, client manages a mix of connections. Some sites have private lines that connect back to headquarters. Other sites connect back to headquarters through the Internet.

As a result, client is experiencing uneven call quality across sites, managing multiple firewalls, and spending more time reacting to network challenges than focusing on its core business and their customers. Client wants to move toward a Unified Communications as a Service (UCaaS) solution, and needs a strategy that will support this long-term goal, fix current voice quality issues, and provide reliable connectivity to other key Software as a Service (SaaS) applications centralized at its headquarters.

Services Included

- SD-WAN in partnership with VeloCloud that enhances client's existing broadband connections
- Individual Application Performance Vectors that are specifically designed to support each of the client's applications.
- Consultation to help identify key pain points; custom-built solution to address current and future challenges; ongoing client service and support.

Employees Deployed on Project

An account manager, solutions architect, and the CBTS SD-WAN implementation team were involved in designing the solution, and managed the implementation process.

Results

- Client has higher quality of voice at its locations; real-time voice and video are now delivered reliably even when 40% of the packets are lost.
- Client can depend on network to support its most important applications, and focus on its core customer-facing initiatives.
- SD-WAN provides the infrastructure to support client's continued growth, and the redundant connectivity to support future UCaaS/SaaS applications.