CASE STUDY

FIS

Banking institutions upgraded to an innovative, state-of-the-art SD-WAN solution.

MetTel has rolled out software-defined wide area networking (SD-WAN) to FIS's banking customers to increase network bandwidth and reduce redundancy while driving down the cost per MB of WAN circuits. MetTel continues to enable FIS's progress towards complete digital transformation.

Customer

FIS is a Fortune 500 company that provides technical services to financial institutions around the world. This U.S.-based company serves more than 20,000 clients in over 130 countries.

FIS powers the financial world with software, services, consulting, and outsourcing. They offer solutions focused on retail and institutional banking, payments, asset and wealth management, risk and compliance, trade enablement, transaction processing, and record-keeping.

Challenge

Always thinking about "what's next" for their customers, FIS was executing a digital transformation plan to ensure their customers would stay cutting-edge within the financial industry. The key to this plan was providing customers with a voice and networking infrastructure that could scale to meet future demands.

FIS required a network that could accommodate expected increases in application and performance bandwidth demands. Also, they knew they needed a network that could respond to congestion or latency and would be capable of prioritizing some connections over others.

This required network visibility, intelligence, and flexibility that traditional networks just couldn't provide.

For more info, contact your MetTel agent or visit **mettel.net**.

Summary

CUSTOMER PROFILE

- Fortune 500 company; S&P 500 Index
- 20,000+ clients in over 130 countries
- FIS technology powers billions of transactions annually
- 53,000 employees globally
- MetTel customer since 2010

CHALLENGE

- Traditional voice and data networks were unable to scale to meet increasing bandwidth needs
- Lack of network visibility at the enterprise level

FEATURED SOLUTION

- Managed SD-WAN

KEY RESULTS

- Optimized traffic via a smart, flexible network
- Increased bandwidth support
- Streamlined network management
- Expanded network insights and analytics

Solution

When controlled by software rather than hardware, networks gain efficiency and flexibility. Accordingly, FIS decided SD-WAN could offer their clients the resilience and bandwidth they would need in the future. Plus, SD-WAN provides a central console for network administrators, offering better control of the network that would help scale future projects.

FIS spent nine months evaluating SD-WAN solutions and found MetTel's Managed SD-WAN service to be the market's most mature. John Pieratt, VP Business Executive, Network & Voice Services at FIS explained, "as I looked at the other providers, I got the sense that they got into SD-WAN because it was fashionable, whereas MetTel had the intuition to know that this was something important well before the industry caught on. And that was important to us."

FIS and MetTel worked and trained together to upgrade client MPLS networks across the U.S., reducing performance degradation and granting FIS visibility into network traffic.

The MetTel platform combined MPLS, broadband internet circuits, and 4G-LTE into one SD-WAN-controlled network for optimal app performance, including real-time voice and video. Plus, with SD-WAN deployed, FIS could continue to digitally transform their clients' networks and deploy future applications. Because SD-WAN provides the ability to use any circuit with any carrier, using any technology, FIS has seen significant cost savings by driving down the price per megabit of WAN circuits.

Additionally, the MetTel Managed SD-WAN platform offers Intelligent Process Automation (IPA). AI-driven automation identifies, reports, and addresses network incidents and events. For example, when an issue occurs, the AI engine either notifies technicians and recommends remedial steps or performs the action on its own. As a result, 83% of SD-WAN incidents are automatically identified, 100% are triaged, and 34% are automatically restored. And the IPA system learns from experience, continually improving over time.

FIS engineers took part in MetTel's SD-WAN management training program, so they were ready when they did need to troubleshoot using the easy-to-use portal. This portal has further helped to reduce MTTR as they now require fewer escalations to senior engineers.

Overall, moving to MetTel SD-WAN has given FIS improved operational efficiency while maximizing performance for customers.

Results & Impact

BOOSTED APP PERFORMANCE

Real-time QoS (Quality of Service) leverages dynamic path selection.

SCALABLE INFRASTRUCTURE

A single point of control allows FIS to roll-out network-wide updates.

FASTER TICKET RESOLUTION

MetTel Intelligent Process Automation identifies, reports, and addresses incidents.

CUSTOMER SATISFACTION

Enhanced voice and data performance paired with quicker issue resolution means happier end users.

"MetTel's commitment, expertise and level of service are exceptional."

John Pieratt
VP Business Executive,
Network & Voice Services, FIS

ABOUT METTEL

MetTel is a leading global provider of integrated digital communications solutions for enterprise customers. By converging all communications over a proprietary network, MetTel enables enterprise companies to easily deploy and manage technology-driven voice, data, wireless and cloud solutions worldwide. MetTel's comprehensive portfolio of customer solutions boosts enterprise productivity, reduces costs, and simplifies operations.

For more info, contact your MetTel agent or visit **mettel.net**.

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