



An architectural design firm turns to BCM One for increased quality of connectivity leveraging SDWAN solutions.

CHALLENGE

A New York-based architectural firm sought more up-time with their network solutions. The nature of their business involves frequent transmission of large CAD files, both internally and between the client and their vendors and customers. The client experienced connectivity issues due to a primary and secondary circuit solution where the secondary circuit activated only when the primary circuit was entirely off-line. In addition to dropped packets and latency, issues with the primary physical circuit led to a decline in quality of voice calls, causing further embarrassment with clients and partners which they worried could impact their reputation.

Ultimately, aging copper wire lines were determined to be the problem. BCM One recommended replacing these aging copper wire lines with industry standard fiber lines. Further, BCM One looked over various networking solutions for the client, with the ultimate efficient solution and recommendation of SDWAN by Ecessa. The client was looking for next generation solutions that improved the overall quality and reliability of their Internet connections to relieve the pain of brownouts and prevent any future business downtime.

SOLUTION

BCM One provided a completely managed, high performing network solution. A network that promised no downtime for this architecture firm that transferred large CAD files to and from their clients located around the world. They needed to feel secure that their files would be delivered electronically, across the globe and time zones, with no delays to meet their ongoing deadlines. BCM One not only provided a streamlined SDWAN solution including the design, configuration, management of policies and implementation but also day 2 support. Whenever service-related questions or concerns arrive, BCM One is there to handle any issues the client might have. This is a significant lift for the client, as they completely lack an in-house IT team.

RESULT

The client has significantly more bandwidth at their disposal to serve all of their telecommunications needs, increasing the amount of traffic they can securely handle – all thanks to the SDWAN solution that was implemented. Each circuit is load balanced for optimal performance. BCM One improved the quality of their voice calls. Both are due to active switching between primary and secondary circuits to maintain quality of connections at all times. Circuit performance is matched to application need dynamically. Brownout conditions are a thing of the past. The client enjoys greater transparency into performance, allowing easier evaluation of vendor SLA compliance. Their network is bulletproof thanks to redundancy. The client leverages both fiber and fixed wireless connections. Even a destruction of physical lines would not eliminate this client's connectivity thanks to the fixed wireless connection.

Fiber and fixed wireless replace dual-circuit active/passive connections, increasing quality of connections as well as uptime.

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