Swiss Luxury Watchmaker Gets Precision and Reliability in its Network

Challenge

When our client of 9+ years, a Swiss luxury watchmaker, was acquired by a private equity firm, a new IT team was brought in to standardize and optimize the network as part of the global infrastructure. Their first order of business was to understand what was currently in place. With 11 locations in North America—including its US headquarters in Danbury, Connecticut, a flagship store on Madison Avenue in New York City, and various retail locations across the country—this was easier said than done. Each site was set up differently, all with unique requirements. There were multiple providers involved and the team struggled to manage the multiple carriers and multiple invoices per location. They needed to gain control of their telecom spend and setup per location. In addition, they wanted to revamp their network infrastructure to move away from single-carrier MPLS in favor of best-of-breed SD-WAN, implement redundancy and diversity to improve uptime, provide consistent setups at every location, and consolidate to reduce the points of contact to eliminate finger-pointing and streamline issue resolution.

Solution

Various levels of solutions were provided. We first helped our client untangle and solve their telecom commitments per location by using our technology expense optimization tool called Sophia™. Sophia helped streamline this overwhelming process of trying to manage hundred's of carrier bills from various providers nationwide.

Secondly, BCM One designed a highly available, fully managed SD-WAN solution incorporating SIP Trunking for voice connectivity, in addition to providing security solutions. Specifically we provided redundancy—including dual and diverse ISP connections as well as dual WAN Edge devices to protect against hardware failure—built-in to eliminate all single points of failure. The solution includes dynamic path selection to ensure applications are routed over the best possible path to meet SLAs, and load balancing/sharing of traffic using both WAN links to effectively increase available bandwidth. Next-generation firewall protection was also implemented for all branch locations as well as an IPSEC overlay for secure, private VPN connectivity, supporting encrypted between locations.

Results—and Looking Ahead

BCM One provided a next generation SD-WAN solution, SIP TRUNKING, security and technology expense optimization for this luxury watchmaker and their 11 retail stores nationwide. Furthermore, to ensure all locations are up and running 24/7, BCM One provides network monitoring and management for their WAN infrastructure 24x7x365 from our Network Operations Center. With the new network our engineering team designed, this highly reputable retail company was able to increase availability at each of their locations and improve the productivity of all their users—and will continue to do so for years to come.

The next phase will be to replicate this process and solutions in the company's Central America locations.

BCM One delivers consistent, high-availability connectivity to locations nationwide

› Highly available, fully managed SD-WAN with redundancy to eliminate all single points of failure, including dual and diverse ISP connections, dual WAN Edge devices to protect against hardware failure

› Dynamic path selection to meet application SLAs

› Load balancing/sharing of traffic to increase available bandwidth

› Next-generation firewall protection

› SIP for reliable voice connectivity