



BCM One provides integrated SD-WAN solution for a large online furniture retailer solving multiple challenges.

Challenge

Our client, a large online retailer, thought they had a relatively simple problem. They were having some Internet availability challenges in their 24x7 operations, creating supply-chain disruptions. They figured the issue could be resolved with a couple of new backup circuits, and they contacted BCM One to place an order.

BCM One focuses on clients' business needs first so we can ensure that the technology solutions we deliver provide true value. That's why we engage in strategic discovery discussions right up front with every client. In this case, we quickly realized it was a little more complex than the client realized. We uncovered some issues within the existing network infrastructure that their IT team wasn't aware of. For example, a few of their firewalls weren't configured properly to provide redundancy, so those sites didn't have failover. Additionally, traffic wasn't configured correctly within the network. Through our dialogue, we also learned the company was planning an AWS cloud migration and believed that plan could be improved. Based on our deep expertise, the BCM One team knew there was a better solution that would not only resolve the existing issues and address the uptime problem, but would also increase security and improve the cloud migration effort.

Solution

The new network solution BCM One designed included managed SD-WAN including dual SD-WAN appliances at every location for high availability, dual and diverse Internet connectivity, dual routers at all of their five locations strategically located across the United States, and an AWS virtual appliance. Not only did it address their known connectivity challenges, the new solution would simplify the network and deliver increased security and redundancy for business continuity.

In addition to our technical expertise, the company also benefited from our white-glove approach. Transition planning was key as they needed to make it all happen with minimal disruption—a challenge, given they didn't have a handle on what was really going on in their current topology. So, in addition to the new network design, BCM One also created detailed migration and cutover strategies and rollback plans to ensure they had a solid network infrastructure to support their large, growing online retail business.

Result

The BCM One team deployed the new solution over four weekends, working Saturday nights from 6 pm to 2 am to minimize business disruption. Now the company has a best-practice, documented network infrastructure with increased availability and complete failover—and they have secure access to AWS. All of this has significantly improved the manageability of their network and reduced their overall risk. And because BCM One is managing their circuits and SD-WAN devices, their strapped IT team is freed up to focus on other projects. With the ERP application deployed, they're poised to start moving other workloads in bulk to the cloud, and they also plan to add Azure Site Recovery for disaster recovery.

Client:

Large Online
Furniture Retailer

Sites:

Five office and warehouse
locations and an AWS site

Solution:

- Managed connectivity with dual and diverse Internet
- Managed SD-WAN