



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

Challenge

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

In order to ensure the technology solutions we deliver provide true value, BCM One engages in strategic discovery discussions up front with each client. In this case, we quickly realized the issue was more complex than the client realized. We uncovered issues within the existing network infrastructure that their IT team was not aware of. For example, improperly-configured firewalls failed to provide redundancy, leaving those sites without failover. Additionally, traffic was not configured correctly within the network, leading to slowdowns. We also learned that the company was planning an AWS cloud migration and believed the 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 it would also increase security and improve the cloud migration effort.

Solution

BCM One designed a new network solution that includes managed SD-WAN with 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 U.S., and an AWS virtual appliance. Not only does this solution address their connectivity challenges, but it simplifies the network and delivers increased security and redundancy for business continuity.

In addition to our technical expertise, the furniture company also benefited from our white-glove approach. Transition planning was key as they needed implementation to happen with minimal disruption – a challenge given they lacked insight into what was going on with their current topology. 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 growing online retail business.

Result

The BCM One team deployed the new solution over four weekends, outside of normal business hours, to minimize business disruption. Now, the company has a best practice, documented network infrastructure with increased availability, complete failover, and secure access to AWS. The solution significantly improved the manageability of their network and reduced their overall risk. Because BCM One is managing their circuits and SD-WAN devices, the company's strapped IT team is free to focus on other projects. With the ERP application deployed, they are poised to begin moving other workloads in bulk to the cloud.