Case Study: Non-Profit Gains Stability and Reduces IT Strain with SD-WAN

A long-established granting foundation, with multiple sites in the Midwest, was looking to displace their existing Multiprotocol label switching (MPLS), primary and secondary circuits while adding SD-WAN and improved security. This was a huge project, spanning a full year, requiring in-depth comparisons and demos. In the end, it was not the cheapest solution that won the day, but the approach that demoed the best and met more of the client's needs. The Partner had never sold this technology but, led a core team made up of their regional Channel Manager and Sales Engineer.

CUSTOMER PROFILE:

• Non-profit granting organization

OBJECTIVE:

The customer's Connectivity approach had become dated. They needed to modernize, gain more stability, improve experience, and reduce the strain on their IT department. The direct cost of the legacy solutions was also quite sizeable, something that could be reduced significantly.

DISCOVERY:

The customer is known for how thoroughly they vet projects in which they provide grants. Their technology search followed a similar ethos. The solutions team found expensive and outdated technology, built upon each other as things often do over time. The client was quite sophisticated in their embrace of technology and was open to expanding the engagement to gain flexibility and capability while shedding certain restrictions. Multiple carriers were considered, with the successful Provider chosen based on feature set, capability advantages, and associated costs.

SOLUTION/ DEPLOYMENT:

The winning solution was not the cheapest, but rather, the one that demoed the best. The Partner, Channel Manager, and Sales Engineer came together to expand the opportunity. After the first round, which was centered on pricing and access, an aggregator was targeted to provide everything, including SD-WAN and security. The benefits of going with an aggregator, in this case, helped provide efficiencies for deployment, exhaustive benchmarking, ongoing solution management/IT Support, and one unified bill.

Serhii Kuzmin   CEO

2535 Kettner blvd., suite 3A5, San Diego, CA 9   8583262707

SPM LOGISTICS LLC