CASE STUDY

Managed SD-WAN & Wi-Fi transforms cloud and collaboration at property giant

Success with Secure Agility for a national property company

With a presence across metro cities and countless branch offices, this company needed a secure, efficient network to cut costs and establish a platform for collaboration.

As one of Australia's leading property groups, its existing technology footprint was not optimal and encompassed numerous vendor technologies with no central management solution. The network began to hold back business transformation.

SDwan
⁴
SDwan to the power of 4

Greater cost efficiencies achieved by utilising fixed and mobile technologies to deliver cloud and application services to branch locations

secure agility

Dated technology held back projects

The existing network architecture encompassed numerous vendor inputs with no central management solution. Moreover, the solution was not leveraging next generation technologies or a modern security posture. Visibility into real-time and historical metrics was limited and report generation was slow. Deploying staff at new sites in rapid timeframes was cumbersome, which often delayed projects and go-live dates.

The business needed to reduce opex, but also introduce new technologies and deliver more bandwidth to sites with better support and SLA models. Their IT team began looking at refreshing edge site network services to reduce the cost of their WAN by taking advantage of SD-WAN technology.

Charlie Tannous, Director of Technology at Secure Agility, said the technical challenges extended to both staff and the business. "Sites are operated almost like a separate business, and the network was very much a hub and spoke with limited visibility into what was happening," Tannous said. "Multiple carriers were used to deliver a mesh of a network and there was poor support and flexibility with that model."

> **"It was costing time and money to manage the network and staff weren't able to be flexible around connecting from any site to a public cloud application."**
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> **Charles Tannous,** Secure Agility

An opportunity to revitalise and take a secure, software-defined path

Transforming the network would be pivotal for the business to go completely SaaS-based, as well as enable the business to keep workloads in current locations to serve staff across any type of connection. The goal being to deliver a single managed IT infrastructure for all WAN, LAN and wireless access topologies with a secure edge.

Winning a competitive tender, Secure Agility deployed Cisco products and services into sites to refresh existing network services for wireless, switching and edge devices, including firewalls for security.

The tender also included a complete redesign of the primary and secondary data centre L2-L3 topology, while different lines of business also demanded consistent security compliance.

The solution involved deploying and configuring new devices at the sites, terminating, or reducing, the incumbent telco services where required; and re-engineering the WAN and network topology to make the best use of the Internet for SaaS services.

- An SD-WAN provides better security at the edge for local Internet breakout and greater performance of SaaS-based applications for staff.

- By providing a consistent vendor technology environment across the LAN, WAN and wireless infrastructure, the network is secure and protected against attacks.

- Utilisation of multiple Internet circuits for most of the retail locations, makes the network more reliable.

- Significant new capabilities, including monitoring, integrated security, a scalable WAN with more bandwidth and a 4G deployment option, and much better performing network are among the changes.

Wi-Fi upgrade enables flexible working, sets platform for IoT

Secure Agility recently delivered five new retail and corporate wireless LAN and WAN services for the customer.

At their flagship building in Martin Place Sydney, Secure Agility worked with building facilitators to design and deliver the most optimal wireless solution to improve current speed issues and develop new ways for staff to connect.

The project involved a redesign of the existing Wi-Fi footprint across three. Re cabling the communications room provided the LAN throughput to support Wi Fi 6. Additional security enhancements were implemented for corporate and non-corporate end-users and for Wi-Fi guest access.

Counting cost efficiency and transformation

With SDwan[4] the customer now has an agile and secure managed WAN across 40 sites, serving more than 600 staff.

The new network management approach immediately delivered greater cost efficiencies by no longer depending on MPLS tails at all sites to access core services.

"The customer could see for the first time the traffic traversing over the Internet rather than MPLS links. In doing so we could build a template for sites we would roll out quickly, connecting them to both private cloud and SaaS apps," Tannous said.

Better reporting and visibility into metrics now allow the IT team to effectively troubleshoot and analyse capacity in real time. A single pane of glass and centralised management in the cloud makes identification of issues easier, enabling faster identification of incident causes.

SDwan[4] now better copes with an increase in mobile staff by delivering more automation and service efficiency across all sites. This fixes long provisioning delays, as branch staff can be activated without having to send someone onsite.

By engaging a single MSP to manage the Telstra WAN and Cisco Meraki infrastructure, technical in-house staff are no longer burdened by an inconsistent, insecure network, and can focus on delivering strategic collaboration initiatives and service improvements instead of day-to-day operational tasks.

"Consolidation of all their collaboration tools under one network allows the business take advantage of hybrid telephony solutions that's not necessary dependent on private networks," Tannous said.

Customer:
National property management company with large branch office network

Challenge:
A mix of suppliers for national network leaving it inefficient and insecure, new spaces needed better Wi-Fi

Approach:
Transform company network with new managed SDwan[4] and WiFi redesign

Outcomes:
Secure, manageable SD-WAN with rapid site deployment, better reporting and a platform for cloud access and collaboration

Partners:
Secure Agility, Telstra, Cisco Meraki

SDwan[4]
SDwan to the power of 4