More Revenue & Lower Cost of Service Delivery with ION Solution

Challenge

The ION client is an international service provider and voice systems reseller that offers a wide array of remote managed services, including: troubleshooting, repair, proactive monitoring and patch delivery. The client's 2,000 customers span a broad spectrum of industries and range from small-to-medium businesses (SMBs) to Forbes® Global 2000 companies. Overall, the client is responsible for the management of more than 5,000 customer sites with over 10,000 managed devices.

Demand for the client's VoIP managed services increased steeply and had the potential to provide a significant revenue stream. However, the client's existing remote service delivery tools, mainly modems and IPSec VPNs, did not support the full range of remote services the client wanted to offer. Furthermore, as the client's customers' security policies matured, these customers insisted on disconnecting modems, which imposed unworkable constraints on our client and limited the client's ability to deliver on Service Level Agreements (SLAs).

Our client needed to quickly design and deploy a service delivery infrastructure that could support both existing and new services, while eliminating the cost and complexity of phone lines and dedicated VPN connections.

Solution

The client installed ION PRIISMS, the Secure Access Gateway product, in its Network Operations Center (NOC). PRIISMS offered centralized management along with seamless, secure connectivity extending from managed devices to the client's NOC tools. At the customer sites, the client deployed ION secure appliances. In addition to enabling SSL VPN access for remote management, the appliances' embedded modem afforded highly reliable dial-up access in the event of an emergency outage.

Next, the client leveraged the ION SnapNAT™ feature to automatically traverse customer subnets and set up new devices and sites in minutes. Technicians, whether in the NOC or on the road, now had highly secure, point-and-click access to managed systems, which helped spedd problem resolution and cut down on unnecessary site visits. Also, because the client could now leverage automation for service delivery, the client could support more aggressive SLAs, as well as deliver a wider range of revenue-generating services.

Results

Overall, the ION products enabled the client to better differentiate its services from those of competitors, as well as generate additional services revenue. A side benefit was the overwhelmingly positive response from the clients' customers who appreciated both the improved response times and the enhanced security features.

- **Reduced Cost of Service Delivery**: The ION solution enabled the client to use existing NOC tools and infrastructure to leverage automation. This vastly reduced the cost of service delivery, while improving service levels.

- **Increased Customer Retention**: Thanks to the timely information gathered from the sites, response and uptimes improved, resulting in more contract renewals.

- **More Revenue-Generating Services**: Since the ION solution could support a wide variety of applications, the client was able to offer a broader range of revenue-generating services.

- **Faster Deployments & Fewer Securiy Headaches**: ION's built-in security features helped both speed the sales process and reduce the time spent negotiating remote access.