



# CASE STUDY: EVEN GLOBAL GIANTS GET IT WRONG



**SDWAN Solutions** offers a full suite of SD-WAN modular services to ensure that your SD-WAN deployment underpins your entire Digital Transformation project - right from pre-project consultancy, vendor alignment, solution design, infrastructure planning, solution installation, ongoing management and support. We also offer existing solution health-checks and recovery of failed solutions.

## PROJECT BACKGROUND

SDWAN Solutions was brought into the SD-WAN project 9 months into the SD-WAN implementation to correct initial design flaws, conduct successful Proof of Concept and Pilot projects between key locations to prove the technology & design, and to halt project penalty charges

## PROJECT HEALTHCHECK

**Within two weeks, SDWAN Solutions was able to:**

- Identify fundamental design issues with the SD-WAN overlay and network underlays
- Identify sites where appliances and physical interface terminations were incorrectly specified
- Recommend alternative network configuration utilising newly installed infrastructure
- Document and plan POC and Pilot, including success criteria
- Identify mis-aligned SaaS configurations
- Highlight mis-design in High Availability configurations
- Identify and raise several potential project risks

**Client:** A global System Integrator, working on a total IT outsource for one of the world's largest news and information companies

**Sites:** 200+

**Project:** Infrastructure, network, design, documentation, POC, Pilot, SD-WAN, security, support

**Stage:** Recovery



## PROJECT RESOLUTION

**As part of our specialist rescue and recovery services, SDWAN Solutions:**

- Separated the concept of POC and Pilot into two defined projects
- Created high level design documentation
- Fully explained HLD to customer and end customer to ensure clarity and transparency of the project
- Created low level design & templated implementation documentation for all site types
- Identified a process to configure appliances already delivered to sites
- Introduced a European laboratory environment for testing
- POC designed, documented, implemented and successfully tested
- Pilot designed, documented, implemented and successfully tested
- Project stakeholders identified and ownership definitions agreed
- Provided staff with overview training on SD-WAN technology and design
- Provided staff with training on Silver Peak specific SD-WAN technology

CONSULT | DESIGN | PROVE | DEPLOY | MANAGE | SUPPORT | RE-TECH

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“ Get your IT project **RIGHT FIRST TIME** with our SD-WAN and SASE solutions that are tailored to suit your budget, your application requirements and your business needs”

## PROJECT OUTCOME

As a result of our involvement in the project, the initial phase of the SD-WAN section was pulled back on track, the technology and concept was successfully proven, plus pending penalty charges related to non delivery were avoided. The WAN is now performing as required, is simpler and easier to manage, while also delivering most of the SD-WAN benefits.

## OUR PROJECT COMMENTS

Although the customer achieved their SD-WAN project goals, had SDWAN Solutions been involved at the beginning of the initial design instead of for recovery, the customer could have saved millions of dollars spent on unnecessary infrastructure, hardware and engineering costs. Late delivery penalty charges could also have been avoided and a working solution delivered 6-12 months earlier, thereby accelerating ROI.

The delivered solution is still restricted by having to use newly installed but incorrectly specified infrastructure and connectivity. Supplier redundancy in the current solution is not optimal but long term contract commitments were already in place. Still fit for purpose, the WAN could have been further improved had correct pre-planning been conducted.



## IMPORTANT LESSONS TO BE LEARNT

The most important part of your move to SD-WAN happens before you even start, and will determine the success or failure of your entire digital transformation project. By involving our specialist SD-WAN consultancy services before you start your project, we are able to examine your entire transformation strategy and advise on or help you plan every aspect related to the SD-WAN network:

- Budget planning and allocation,
- Correct vendor alignment,
- Underlying infrastructure,
- Hardware requirements,
- Access technologies,
- Cloud and multi-Cloud access,
- Business application requirements,
- SLA parameters,
- Business process migration,
- Expansion,
- Consolidation,
- Mergers and acquisitions
- Hybrid working requirements
- Staff training.

“ I wish we had gone direct to SDWAN Solutions at the beginning of our project. They are a pleasure to deal with and know exactly what needs to be done”



*Your SD-WAN solution is a solid foundation for your entire business strategy. Correct initial design and inclusion of the right modular SD-WAN components within a true SD-WAN design will ensure a flexible foundation to deliver maximum benefit, both now and in the future, without costly re-engineering and deployment. **SDWAN CONSULT** helps you deliver on time, within budget and with maximum benefit.*