Case Study

Network as a Service (NaaS)

Hosted and managed cloud-based network

Client:

Manufacturing

Customer is a Cincinnati-based manufacturer and distributor of windows, siding, roofing, and doors with 55 factory showroom locations across the United States. Customer owns its own manufacturing facilities and leverages what it calls single source responsibility to design, build, install, and guarantee its products and work.

Challenge	CBTS Solutions	Results
• Expensive MPLS network delivering slow Internet speeds. • Need for improved bandwidth among 55 nationwide locations to access cloud applications.	• Network as a Service to deliver lower costs, improved connectivity, and security. • Leverage Auto VPN to facilitate increased bandwidth.	• Cost savings of approximately 50 percent. • Increased speed and connectivity. • Improved customer service satisfaction.

Business Challenge

Customer engaged CBTS after experiencing recurring issues with its previous technology provider, including slow Internet speeds, high costs, and poor customer service. Customer had been paying for an expensive nationwide MPLS network and was facing pressure to reduce its IT costs. Additionally, the company found itself increasingly depending on Salesforce and other "Software as a Service" solutions, which escalated the importance of finding a cost-efficient solution to improve connectivity throughout its branch footprint.

CBTS Solution

CBTS recommended Network as a Service to meet customer's connectivity, budget, and customer service needs. Network as a Service offers the following benefits:

- Higher bandwidth, higher performance, and lower costs compared to MPLS.
- Firewall that provides security and peace of mind for private customer resources.
- A customer partnership model that allows CBTS IT experts to extend the capabilities of customer's IT staff.
- Will end technology obsolescence by building hardware refresh in the solution lifecycle.
- Moves network infrastructure to the cloud.

Implementation

CBTS successfully implemented Network as a Service in June 2016 and has delivered the connectivity, security, savings, and customer service promised to customer. CBTS also now provides a VoIP solution to 600 seats.

Results

- Customer has experienced approximately 50 percent of cost savings since moving to Network as a Service.
- Network as a Service is delivering increased speed and connectivity to customer and its 55 factory showroom locations.
- CBTS monitors customer's voice and network IT services as a managed service.
- Deployed Connected Office Voice solution for 600 seats, driving greater overall efficiency.