QOS NETWORKS

Case Study

Locations	Industry	Solution
6000	**Financial**	**SD-WAN**

Background

The financial customer had a unique situation where they were sending out new "offices in a box" to their 6,000 office and at-home agent locations across their enterprise. They opted to manage their new VMware NSX SD-WAN by VeloCloud solution internally, but needed support to design, provision, and ship their devices.

Business Need

With agents, offices, and data centers highly dispersed, the customer needed to find a solution that would give every user a stable performance for their new "office in a box" solution. The VeloCloud solution provided them with the stability they required. However, in order to successfully distribute the devices to their users, they needed support for configuring and deploying their new SD-WAN solution. Furthermore, they needed the internal staff to understand how to troubleshoot and manage the solution effectively.

Solution

QOS Networks was brought in by VMware to work with the large customer to ensure the deployment of their NSX SD-WAN by VeloCloud solution was successful and was giving them the result they were looking for. QOS handled all of the asset tagging, configuration, process integration, and shipping of their VeloCloud solution, which opened up the customer's team to handle the rest of their kits that were going to their office locations. Initially, the customer began with 500 devices and QOS was able to turn those around in a matter of a few weeks. From there, QOS was handed the additional 5,500 devices to configure and ship.

The customer also had multiple data centers in their network that needed to be configured to operate smoothly with the VeloCloud solution. QOS was able to work with the team to solve for their unique configuration that doesn't rely on the VeloCloud gateways. Furthermore, QOS helped to implement the first VeloCloud 802.11x security protocol to ensure their network was secure. The customer's team was able to work side by side with QOS to also receive training, troubleshooting expertise, and ongoing management knowledge to keep their VeloCloud solution running smoothly.