



Locations

**700**



Industry

**Dental**



Solution

**SD-WAN**



## Background

The customer operates over 700 dental offices across the United States. They came to QOS Networks with a hybrid MPLS and Internet combination at the majority of their sites. However, this solution was highly expensive because they were often exceeding their bandwidth each month. They had a critical UCaaS solution, Ring Central, that was typically the bandwidth culprit but needed to function with dependability as it is a business critical application. In order to bring down costs, the customer considered taking their network to MPLS, but immediately ran into performance issues.

## Business Problem

The customer wanted to identify a way that they could increase bandwidth without increasing costs, ensure reliability, and have the performance they expected from their UCaaS Ring Central phone system. The customer was also managing a large stack at their edges that incorporated Juniper, Riverbed, and more.

## Solution

QOS Networks was brought in because of their unique ability to take a complex environment

that is experiencing a particular challenge and find a network solution that will give the customer the desired outcome. QOS replaced the majority of their complicated stack with a single VMware NSX SD-WAN by VeloCloud appliance. The customer wasn't in need of deduplication, a dedicated firewall, or compression, which left room to simplify and streamline their network edge and give space for their UCaaS solution to operate with high performance.

QOS also helped the customer to supplement their MPLS and/or broadband with an LTE connection to give them reliability and stability in their network. The customer also had an active/active data center need that QOS was able to integrate with their net network solution by utilizing both MPLS and Internet. QOS also went above and beyond with their support for the customer by working with them to manage their BGP and OSPF peering.

Ultimately, the customer was able to get the performance they needed with their Ring Central solution, regardless of connection - be it MPLS or Internet. The solution that QOS offered to the customer made their network more manageable, more stable, and operate with the performance that the SD-WAN solution promises.