Managed Service Providers Use SD-WAN in Enhancing Reliability, Accessibility and Security of Customers' Internet Connections

Use Case 1: Rodin Business Solutions

> "We're a large Sophos Partner and we're able to provide a single Unified threat management firewall in your Virtual Data Centre, then we use SD-WAN technology to bring sites all across Australia back into that one single firewall. That's fantastic from a protection point of view, being able to protect all devices no matter where they are, manage different policies for different offices and it's very simple. Blending our endpoint and firewall solution with your VDC and SD-WAN solution; it works really well!

–Aaron Jacobs, General Manager at
RODIN Business Solutions

The Challenge

It was the instability of their incumbent provider's network that kept RODIN from optimising the full capabilities of SD-WAN. Seeing the risks this could do to their customers' businesses and their own, they approached Hosted Network to see if it's possible to build a solution tailored for their MSP and customers' needs. Though SD-WAN was not a part of Hosted Network's arsenal yet during that time, through understanding RODIN's requirements and the scale of the solution required, they were able to come up with an entirely new offering that answers to not only RODIN's needs, but that of their MSP partner community.

Hosted Network SD-WAN Difference
The Right Tech Partner

Few of the reasons why RODIN loves working with Hosted Network, is their attitude towards innovation and how they make that extra effort in looking at issues from a strategic perspective and implement unique and efficient solutions for their partners.

This is something they couldn't achieve through working with big market players. With Hosted Network, they don't need to adhere to dragging processes or be suppressed by boxed-in solutions, which are a few of the common scenarios in working with big providers.

"That's something that was great as well with you guys, was being able to approach you with these new technologies and working out solutions that were a fit for us. HN was able to spec a solution and provide an offering to help us migrate our customers off the incumbent and into Hosted Network".

Managed Service Provider:

RODIN
IT - VOICE - PRINT

RODIN Business Solutions is a Managed Services Provider that has been operating for over 25 years. They service the SMB market, working across all verticals, with clients ranging from 10 to 300 employees. Over the years, RODIN has been investing in the right skills, newest tools and platforms and partnering with innovative vendors to provide the best support to their customers and act as a part of their team to help them thrive and reach their goals with the correct technology.

MSP Challenges

- Unstable SD-WAN solution platform of incumbent provider

- Inability to leverage the full capabilities of SD-WAN Technology

Unleashing SD-WAN's Capabilities
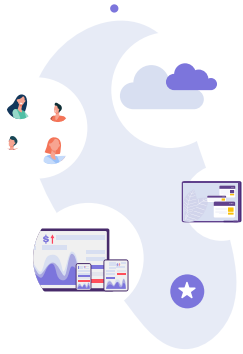
With the provider RODIN was previously using, they were only utilising SD-WAN's ability to aggregate links together to improve bandwidth. Right after the transition to Hosted Network, they were also able to leverage its seamless automatic failover to 4G and ability to carry static IPs across multiple links enabling their customers' businesses to remain operational and productive.

End Customer Challenges

- Slow internet connectivity due to client's location

- Business Continuity in the event of a connection outage

- Upgrade costs

RODIN's Endpoint & Firewall Solution + Hosted Network's VDC & SD-WAN= Perfect Match

Jacobs loved the flexibility of SD-WAN and how it works seamlessly with their solutions. Together with Hosted Network's Infrastructure as a Service product, they were able to provide a centralised unified threat management firewall and use SD-WAN technology in combining all the sites of their customers across Australia into that single firewall.

With transitioning their services to Hosted Network, RODIN wasn't only able to improve the reliability of the SD-WAN technology for the enhanced

connectivity of their clients, but was also able to fully utilise its capabilities such as automatic failover and ability to carry static IPs.

The present work environment is transforming all businesses to be as flexible as ever. With the increasing demand for reliable and accessible connectivity and stronger security against threats that are getting more sophisticated each day, RODIN aims to continuously work with their innovative partners in delivering high level and unique solutions to their customers.

End Results

MSP

- Innovative partnership with Hosted Network

- Ability to carry over static IPs across multiple links for improved data availability

- Simpler device management

- Improved visibility and reliability of solution compared with incumbent provider

- Ability to create a unified solution for easier and more secured management of customers devices through combining RODIN's security stack with Hosted Network Services

End Users

- Enhanced speed and network performance with SD-WAN aggregation

- Improved uptime and reliability of connectivity and any services utilising the connection/s

- Improved security of customer's network through using Hosted Network's infrastructure in creating a centralised firewall

Book a Call with an Expert
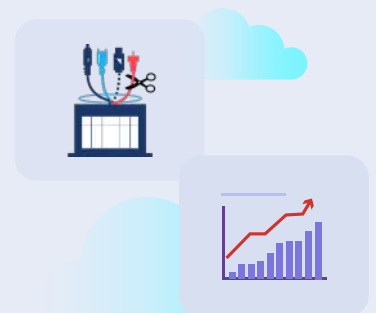
Use Case 2: Invictus X

> "So far it's actually working really well. A lot better than I expected and a lot better than what our clients expected."
>
> **- William McCormack, Invictus X**

Managed Service Provider:

INVICTUS X ®
the magic of technology

For over 20 years, Invictus X has been delivering managed IT services to their wide clientele across Sydney, Australia. They are currently supporting over 200 organisations with all-inclusive IT services. Delivering the best customer service is their main priority as an MSP, ensuring the commitment of their team's technical skills and expertise in helping their customers in achieving their business objectives.

The Challenge

Remaining operational despite unexpected incidents is critical to some of Invictus X' customers that's why they ensure to provide them with reliable business systems that they can count on 24/7. As they are working with bigger clients in Emergency Services who require no downtime at all, and in some cases, a matter of life or death situations, Invictus X should guarantee a secure and reliable connection that will be able to minimise downtime to their customers.

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Peace of Mind with SD-WAN

Knowing that connectivity is vital to their big clients, Invictus X worked with Hosted Network in implementing SD-WAN and other failover solutions.

Upon leveraging the ability of the technology, they were able to minimise downtime in their clients systems and continue business operations- no critical phone calls or emails are missed out and software accesses are uninterrupted.

MSP Business Challenges

- Delivering uptime for clients that offer 24/7 emergency services

End User Challenges

- Ensuring no downtime while opening 24/7 emergency services business

The Solution

- Seamless automatic failover and bandwidth aggregation with SD-WAN

End Results

MSP

- Enhanced WAN stability to guarantee no downtime for customers
- Simplified remote management of devices for customers in remote locations

End Users

- Improved uptime of emergency voice services critical to their business operations
- Enhanced connectivity for customers in remote locations

To Learn More?

Watch SD-WAN Webinar

Use Case 3: Not Just Networks

> "We were able to implement each piece of equipment at each store and quickly create a network which worked no matter what internet connection they had."
>
> **- Gavin Rewell,
> Not Just Networks**

The Challenge

Trapped in a deal with a major telco, where they were handed unreliable and limited 4G connection for a customer, an international retail company, who required a viable connectivity solution and static IP for each of its stores, Not Just Networks then approached Hosted Network for a quick resolution.

Having a connection with static IP is critical to their business as this is a requirement for the Italian IT support staff, to be able to maintain and manage their store's software.

"Our challenge was to not only convert that 4G stick into a working viable Internet connection for each of the stores, but it was also to bring on board the ideas that they had in Italy for how they wanted each store to be set up and convert that into reality.

Being in a smaller market space, big telcos didn't treat Not Just Network's as priority so it was a challenge to manage the scoping and implementation of a solution in a short time frame.

"If any of the MSP have dealt with [the bigger providers], when you're in the smaller market space, you're just dirt on the shoe, you can't sign any comprehensive deals or anything. So for us it was a real challenge. We were set a very difficult scope of work and we had a very short time frame to deal with it".

The Benefits of SD-WAN

Quick Implementation

With the SD-WAN appliance provided by Hosted Network, Not Just Networks were able to connect any internet connection that could be used reliably at each of their retail stores in a short span of time.

Managed Service Provider:

NOT JUST **NETWORKS**

For over 25 years, Not Just Networks has been operating as a Managed Services Provider supporting small to medium sized businesses. They pride themselves with extensive experience and expertise in efficiently providing their customers' IT needs. As an MSP, they practice a long-term approach to their client relationships, ensuring to deliver advice and services that will help them grow and become more successful.

MSP Business Challenges

- Delivering a large-scale SD-WAN failover solution and data deployment on a tight deadline

- Overlooked by Major Telcos due to being a smaller MSP

End-user Business Challenges

- Stuck with an unusable solution from a major telco that didn't meet their business needs

Smooth shift to nbn

In 2020, when nbn became available to the areas where some of their stores were located, they were able to efficiently implement their original plan to create a fixed line and 4G connection with static IP for each of their stores, simply through plugging the new connection in their SD-WAN node. The process was so seamless, causing no downtime for their customer at all.

SD-WAN, Diminishing the Limitations of Dynamic IPs

Operating on an Apple platform, their Italian support staff needed SSL access and port forwarding so they could have remote access to the store's software. Unfortunately you couldn't do that with dynamic IPs that were set on the Incumbent's 4G connections, which were restricted and firewalled off, as a public solution. With Hosted Network and leveraging the SD-WAN technology, they were able to provide a list of static IP addresses the Italian support staff could use which enabled them to do their maintenance work after the store's operating hours.

- Maintaining the Software Image on the Point of Sale (POS) Systems at each of their Australian stores which was managed entirely by their Italian Head Office

- Unreliable internet connectivity in the stores which were predominantly in Shopping Centres with varying 4G Signal and nbn availability
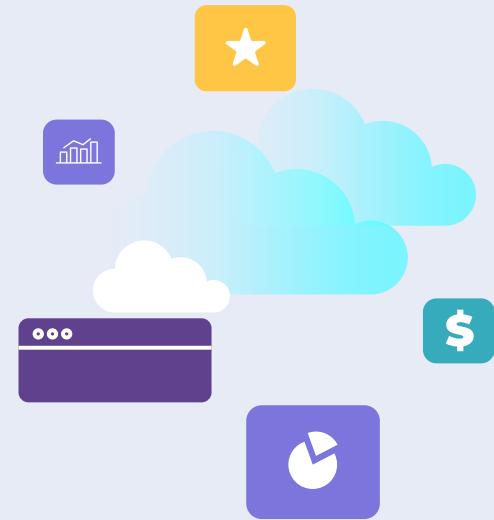
End Results

MSP	End Users
• Solution engineering assistance from Hosted Network to quickly deliver a large-scale SD-WAN	• Improved reliability and stability of connections which underpinned the PoS Systems at each store
• Assistance with smart hands for the electrical work required for the nbn connections in Westfield Shopping Centre's across the country	• Ability of their Italian Head Office to access store's software remotely with a static IP connection in place
	• Zero downtime when switching connections from 4G to NBN with SD-WAN Solution

Book a Call with an Expert

Got a Question?
We are Here to Help

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