

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



"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

## 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.

## 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.

## End Results

### MSP

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

### End-User

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

Managed Service  
Provider:



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.

## 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

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