

Not Just Networks uses SD-WAN in enhancing reliability, and security of customers' Internet Connections

Product Use Case

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
- 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

Solution

- SD-WAN

Managed Service Provider

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.

The Challenge

Trapped in a deal with a major telco, Not Just Networks faced issues with an unreliable 4G connection provided to their end-customer, an international retail company.

With the urgent need of a dependable connectivity solution and a static IP for each of their end-customer's store, Not Just Networks then approached Hosted Network for a quick resolution

Having redundant connections sharing a static IP address is critical to their end-customer's business as this is a requirement for the IT support staff located overseas to be able to maintain and manage their store's software.

Operating on an Apple platform, the end-customer's Italian support staff needed SSL access and port forwarding so they could have remote access to the store's software. Unfortunately that wasn't possible with dynamic IPs that were set on the incumbent's 4G connections as they were restricted and firewalled off, as a public solution.

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 you're an MSP dealing with [the bigger providers] in the smaller market space, you're just dirt on their shoe, you can't sign any comprehensive deals or anything. So for us it was a real challenge. We were set on 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



"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

With the SD-WAN appliance provided by Hosted Network, Not Just Networks were able to efficiently implement their original plan to create a fixed line and 4G connection with static IP for each of their end-customer's 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.

Not Just Networks 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.

Hosted Network have implemented SD-WAN borders into the core of the network to allow multiple connections to be presented to the outside world on a single static IP.

Not Just Networks chose Hosted Networks to provide the primary **nbn**® TC4 connection as part of the SD-WAN solution, but also incorporated a 3rd party 4G service to add both path diversity (wired and unwired paths) and carrier diversity incase of any issues.

End-results

MSP

- Solution engineering assistance from Hosted Network to quickly deliver a large-scale SD-WAN deployment
- Assistance with smart hands for the electrical work required for the **nbn**® connections in Westfield Shopping Centre's across the country

End-Customer

- Improved reliability and stability of connections which underpinned the PoS Systems at each store
- 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

What sets our connectivity apart from other ISPs

- All data traffic to other Hosted Networks services (Voice, Cloud computing, Backup, Disaster Recovery, etc) is kept on-net, private and secure.
- Demonstrate greater value to protect your customers' network with our suite of connectivity solutions: SD-WAN, SecureNetwork, Managed Routers and Private Networks.
- Unlike the major telcos who often just pass the buck, we assist with the end-to-end diagnostics for all the services you purchase from us.
- Easy-to-use diagnostic, troubleshooting and security tools for enhanced support and faster resolution times.
- We provide complete end-to-end solution engineering and assistance so you can focus on growing your business. From consulting, solution design, network planning, migration and support tools.
- We're carrier agnostic! Have the ability to instantly qualify services from major carriers



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