Case Study | Industrial Energy Company

Fueling Future Growth with AireSpring's Managed SD-WAN
Global Managed Serices Provider Delivers Network Reliability,
Security & Cost Savings for Energy Industry Powerhouse

AT A GLANCE

Industry: Oil & Gas, Energy and Industrial
Deployment: Managed SD-WAN & Business Internet
Locations: 34

Challenges

- Increasing network downtime
- Slowing network issue resolution
- Managing disparate network providers
- Rising costs of connectivity and management

Solution

- Deployed AireSpring managed VMware VeloCloud SD-WAN™ across all locations
- Leveraged low-cost wired and wireless broadband
- Added diverse and redundant connections at each site
- Centralizing network management
- Implemented AireSpring's propriety automated IT Service Management Platform - **AIreCONTROL**
- AireSpring's **Tier 3 Engineering AIrePOD** team designed, deployed and managed the entire project
- Consolidated network sourcing and billing

SNAPSHOT

A leading supplier for the energy sector partnered with AireSpring to source and manage a more modern and reliable multicarrier SD-WAN network to support its complete transition to "as a service" IT infrastructure and applications.

After more than 50 years in business, this industrial energy company is fueling its future growth with investments in cloud-based technology, including a managed software-defined wide area network (SD-WAN), which will enable more agile, reliable and cost-efficient operations for the energy industry powerhouse.

CUSTOMER PROFILE

Founded in Texas, this leading supplier of products, services and equipment for the oil and gas, energy and industrial markets provides services and distributes specialty equipment; maintenance, repair and operational (MRO) supplies, and materials-handling solutions to the entire energy market value chain – from extraction to delivery. The company has grown organically and through the acquisition of more than nine companies over more than five decades. Today, the company offers 200,000 products from 5,500 vendors and employs more than 400 people in 34 locations across the United States.

CHALLENGE

While this client operates in traditional industries, the company's approach to technology has been anything but.

Outsourcing enables a lower fixed cost over in-sourcing. "We have 65 percent SaaS and 35 percent hosted applications. By the end of next year, we'll be 95 percent SaaS. It's more efficient because experts manage our SD-WAN and Busines Internet for us."

As part of this pursuit, they have embraced cloud-based IT delivery for 100 percent of its infrastructure and applications.

To support its ongoing digital transformation, this client required a more modern wide area network (WAN). The company's existing multicarrier WAN was underperforming on several counts:

- Network availability was 95 percent and often as low as 90 percent.
- Mean time to resolution of network issues averaged one to three days.
- Network management was fragmented and costly.

> **"Availability, reliability and cost were the three things that made us decide that we needed to shop around and ultimately select AireSpring."**

IT Director, Industrial Energy Company

AT A GLANCE

Results

- Improved uptime to 99.99 percent or more
- Strengthened network security
- Shortened time to resolution from days to minutes
- 360-degree network visibility and management across sites via **AIreCONTROL**
- Significantly reduced costs of network connections and management

SOLUTION

AireSpring recommended deploying a managed software-defined wide area network (SD-WAN) solution linking its 34 locations using VMware's VeloCloud SD-WAN technology.

AireSpring's Managed VMware VeloCloud SD-WAN solution enables the energy company to leverage low-cost wired and wireless broadband connections at each site while also centralizing network control in the cloud. AireSpring also includes design engineering, dedicated project management, and white-glove implementation and support from its team of experts.

Uniquely, AireSpring consolidates sourcing, managing and billing across multiple broadband providers, enabling the client to more cost-effectively support a bespoke network that includes various transport types (e.g., Ethernet, fiber, broadband, cellular LTE, Ethernet over copper, fixed wireless, satellite, etc.).

"At the corporate office, the final mile is two connections – one is fiber and one is coax. But at one of the remote sites, there might be a line-of-sight wireless broadband connection or LTE."

AireSpring's **Tier 3 Engineering AIrePODs** networking experts helped select the ideal connection for each location and also set up redundant links for concurrent or failover service at every site.

"With AireSpring, we have the capability to configure our circuits such that if one goes down, the other one automatically takes over, and at some sites, we have both of them active at the same time."

Additionally, this customer is able to use AireSpring's proprietary **AIreCONTROL** automated IT Service Management Platform to monitor their applications, servers and network health on a single-pane of glass dashboard.

RESULTS

AireSpring's Managed VMware VeloCloud SD-WAN solution has given the client a network foundation it needs to complete its digital transformation to "as-a-service" infrastructure and applications.

"The number one benefit is availability. We are experiencing four nines (99.99 percent) or greater uptime. So, our business disruption has declined significantly. Our employees are much happier because they're not frustrated with our circuits going down."

The client credits AireSpring's selection of best-in-class providers and performance monitoring and management. "We can block sites. We can prioritize traffic and things of that nature."

On the rare occasions when network issues arise, AireSpring responds quickly. "Within 10 to 15 minutes, we know it's actively being worked."

> **"AireSpring gives us access to a high level of technical expertise. That is almost priceless. I'm able to go to one place to access resources I would have to pay a premium to have on staff. . . . AireSpring is truly an extension of our IT team."**

IT Director, Industrial Energy Company