CASE STUDY

MPLS and Network Monitoring

MPLS with network monitoring links multi-state locations and offers peace of mind for helicopter tour company

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>
> *Joshua Leavitt,*
> *CIO,*
> *Maverick Helicopter*

For a company that specializes in ups and downs, Maverick Helicopter's history has been a pretty straight line ascent. In 1995, entrepreneur Greg Rochna saw a chance to carve out a business by providing Las Vegas visitors with a tour experience that matched spectacular vistas and trips to high profile venues with spectacular VIP service that engaged and captured their allegiance. When CIO Joshua Leavitt joined the company to run its technology side in 2002, Maverick had added a couple of helicopters to its first workhorse aircraft and seen a steadily increasing stream of customers drawn by its commitment to high roller personalized service and attention. Then the business took off — and Leavitt found himself faced with the challenges that accelerating growth brought.

PROFILE

- VIP tour operator
- 300 employees
- 6 locations in Nevada, Arizona and Hawaii

CHALLENGE

Establish a communications infrastructure that could keep pace with a rapid growth of locations

SOLUTION

MPLS VPN services with Network Monitor

BENEFITS

- Simplified provisioning and managing of data communications across six locations with real-time network monitoring feedback

RESULTS

TPx has proved to be the valuable sixth man on Maverick's team

"When I came, there wasn't any network infrastructure at all because we were a small operation operating out of a single location," he explains. "In 2009, we expanded from one building to two and I started with TPx. Their MPLS solution had the ability to connect those sites and share resources that gave us the ability to rapidly grow. Today, we have 300 employees, more than 40 state-of-the-art Eco-Star helicopters and six fixed-wing aircraft, at five bases across Nevada and Arizona — and we've just opened our first location in Hawaii."

THE CHALLENGE

"I always want to be able to tell our owner that we're ready to do whatever he wants to do and go wherever he wants to go," says Leavitt. "With the kind of terrific growth we're having and multiple sites across three states, that isn't necessarily easy to do. Monitoring all the moving parts of the network and configuring an increasingly complex set of different routers and transport systems would be a tall order without careful planning."

Leavitt wanted a solution to his connectivity needs that would simplify the process of provisioning and managing his data communications across Maverick's growing universe. TPx's MPLS solution with Network Monitor delivered a flight plan that steered clear of turbulence.

THE SOLUTION

"One of the biggest benefits we utilize is Network Monitor," says Leavitt. "It constantly keeps an eye on the network so I don't have to. It tells me what our delay is, our utilization, the status and where I need to focus. Having that service available with MPLS is huge. I can easily manage my network and see how it's performing. I feel comfortable since I have advance notice of any problems. You don't have to speculate because you have info and that makes my job a lot easier."

Since Maverick Helicopters distinguishes itself from its multiple competitors by its top-shelf customer treatment, Leavitt appreciates being on the receiving end of the service equation.

"We see technology as a team sport with Maverick's crew in for the long game and calling on resources for that special play. The TPx team fills a specific role in our intracompany connectivity, telecommunications, network planning, and network stability. We have worked with TPx's engineering, implementation, sales, technical support, and INOC staff. They have been there through conception, development, roadmap, installation, and support. TPx has proved to be the valuable sixth man in our team."

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