

# CASE STUDY

## WAN Optimization

A chronically poor circuit in a challenged remote location with limited telco infrastructure was causing problems for this manufacturer and retailer



### MSx Managed SD-WAN



The MSR gives TPx so many more opportunities to solve customer problems and create robust solutions for our customers. This revolution has just begun.

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This TPx customer was experiencing performance issues at one of their remote locations in Texas, resulting in poor voice quality. But because there was only a single WAN connection available in the remote market, true path diversity was not achievable. The Managed Services Router's ability to correct for latency, packet loss and jitter significantly improved not only the issues with voice quality, but enhanced their entire online experience. Within a day, the customer saw improvement and the MSR's portal diagnostic screen actually displayed the performance upgrade. They asked us to deploy Managed SD-WAN technology to the rest of their locations, and to provide even more resiliency, they added a 4G LTE connection as a failover option.

### PROFILE

- Texas-based manufacturer
- 19 locations across Texas, Louisiana, and Oklahoma
- Problematic rural location performance

### CHALLENGE

The customer had a "chronic" TPx-provided MPLS circuit in a remote area of Texas

### SOLUTION

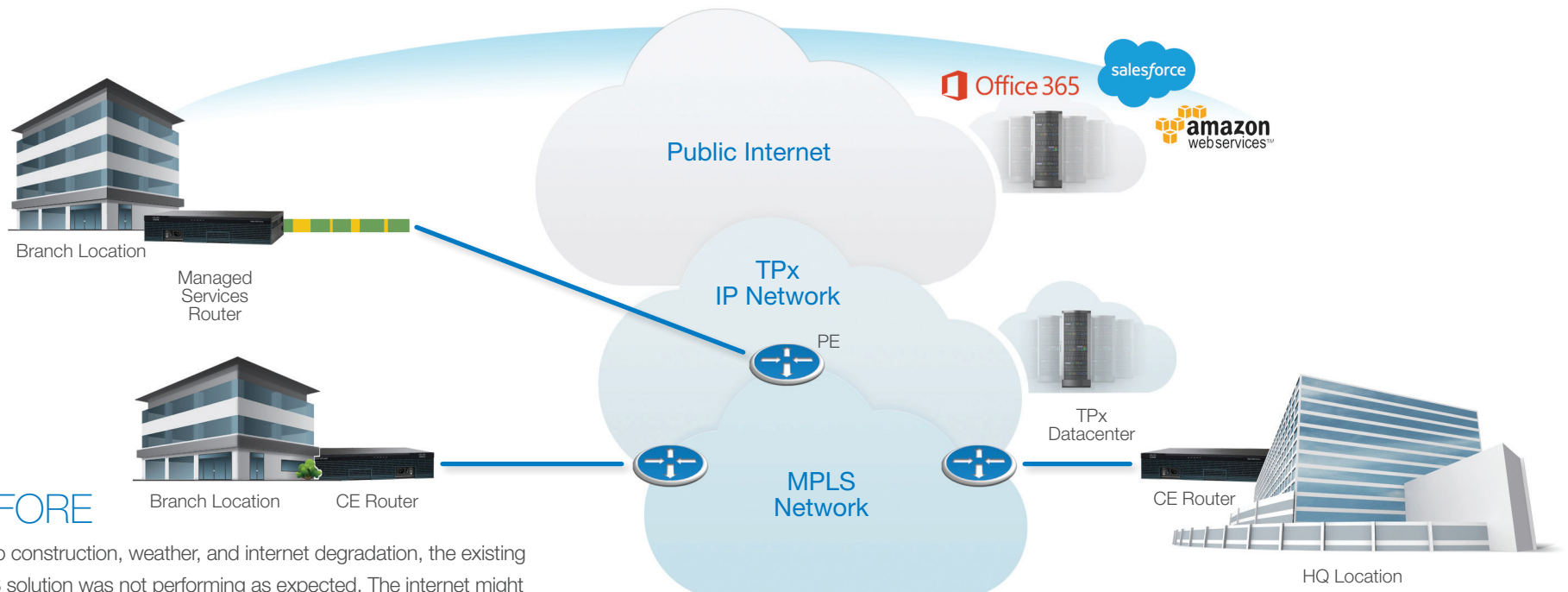
Deployed an MSR with an MPLS profile at the initial remote site (and subsequent locations).

### BENEFITS

- Forward Error Correction in the MSR recovered dropped packets and improved voice quality
- Agent was able to start with a single solution and grow it into a more complex offering with additional revenue and a more satisfied client

### RESULTS

The customer noticed improvement immediately, which was verified by the portal



## BEFORE

Due to construction, weather, and internet degradation, the existing MPLS solution was not performing as expected. The internet might be up, but the VPN tunnel would go down, or video would start buffering. The challenges of a pure broadband overlay — jitter, latency, packet loss — was a hit to the productivity and revenue.

## AFTER

Managed SD-WAN neutralizes performance limitations by applying Forward Error Correction to recover dropped packets and improve the quality of voice and data traffic.

An MSR was deployed with an MPLS profile to the customer site. Within a day, the customer saw marked improvement. The increase in performance was visible on the orchestrator portal screen.

