Customer Case Study.
Backup Internet Lifeline.

Solarwinds.

SolarWinds, a specialist in IT management software, operates its EMEA headquarters in Cork. Its Irish centre is critical to its EMEA operations and is involved in multilingual sales, technical and customer support, marketing and localisation. SolarWinds has over 150,000 customers in more than 180 countries including more than 425 of the Fortune 500 companies.

The company has about 90 users in Cork. Many of the software applications used by the SolarWinds EMEA HQ such as Salesforce and Netsuite are hosted in the cloud.

BUSINESS CHALLENGE

"The cloud has many advantages but if your internet connection goes down for any reason then it effectively means you can't run your business," comments, Jonathan Kenneally, System Engineer, SolarWinds. "In addition, today email is the key form of communication with customers, prospects, partners and international colleagues so the internet is your lifeline."

In view of this the company required a reliable back up or redundant internet connection which would immediately kick in if its primary access went down.

SOLUTION

As a specialist in IT management software, SolarWinds knows a bit about technology. It considered five vendors for the supply of a backup fibre leased line with a 20 MB circuit.

"We wanted someone who would be good to work with, could provide a reliable internet connection and who could guarantee that the fibre link was separate to our primary one," pointed out Jonathan Kenneally.

Following careful appraisal it selected Three, which operates the Three brand in Ireland. "We already had our mobile contract with Three and had been impressed with the customer service," comments Jonathan Kenneally. "With the fibre leased line their proposal was price competitive but more important, they could point to a long track record in secure and reliable redundancy for not just mission critical but life critical services."

solarwinds

Three.ie

BENEFITS

"The fibre leased line selected by SolarWinds is part of Three's portfolio of Managed WAN options," points out John Moore, ICT Product Development Manager, Three. Three Managed WAN allows an organisation to connect to its head office and remote sites over a fully managed IP network. The Three Managed WAN is a purpose built resilient MPLS infrastructure.

"They could point to a long track record in secure and reliable redundancy for not just mission critical but life critical services."

Key benefits include reduced network costs; increased bandwidth at remote locations; proactive network and traffic management 24/7/365; increased Internet access; high security; voice, video and data over the same network and all from a one stop shop solution.

Today SolarWinds has a fully redundant internet connection with high speed, low cost bandwidth. It can switch seamlessly if there is a fault on the primary service. Because it is delivered on a fibre gigabit bearer it is easily scalable beyond 20 MB.

The company can also divert traffic if required. "For example, our business is growing and as an international company we use a lot of video conferencing so the Three connection provides us with additional capacity when required. Quality and reliability is first class," comments Kenneally.

"The implementation was very smooth. Support is great. If we have any queries we get someone immediately. When Three said something would bein place, they met every deadline."

**To find out more.
Call our Business Team on 1850 200 740**

Three.ie