

# International Industrial Mineral Supplier Employs Managed Services to Prioritize Applications



COMPANY:	INDUSTRY:	SIZE:
International Industrial Minerals Supplier	Mining	10,000 seats; 228 Sites

## The Challenge

This Industrial Mineral Supplier (IMS) is a Belgium-based company with 228 production sites in 41 countries. A team of 10,000 is dispersed throughout these sites to extract and process a broad range of non-metallic industrial minerals.

IMS had a number of applications deployed such as Citrix, Tandberg, for voice and video, as well as SaaS applications like Salesforce.com. This created a complex network for business applications and left other business critical applications performing poorly. This poor application performance would result in severely decreased production and increased costs.

140 are in hard to reach locations and primarily use internet. This required the IMS to integrate and manage a hybrid network where traditional MPLS was combined with Internet access.

The main objective was to deliver business continuity and maximum end-user experience throughout the entire network for an affordable price. Collaboration and team-efficiency was dependent on the implementation of voice and video via the Tandberg platform, and in house applications had to run smoothly over a diverse network. In order for all these pieces to work together IMS needed control of application performance in their network.

## About Us

American Telesis is a WAN solutions provider who works with financial firms, health care systems, broadcasters as well as small to medium size businesses.

Our customers have come to us looking to soothe the frustrations of underperforming networks and concerns stemming from network accessibility in the event of a disaster.

We have been solving customer network issues since 1992. We strive to change the way you **view** telecom and IT.

For more information, please visit us at [www.American-Telesis.net](http://www.American-Telesis.net).



## American Telesis **Solutions**

- Application centric reports to deliver complete overview of network traffic and end user experience
- Proactive notification of issues and decreased performance
- Internal monitoring, control and prioritization of applications
- Dynamically use all available bandwidth resources

## The Result

American Telesis was able to tailor a solution that improved and protected the performance of critical applications while utilizing a hybrid MPLS and Internet. Additionally, the branch costs are easily managed and they were able to avoid flying IT staff to 22 of the sites.

The application centric reports delivered by American Telesis allow the IMS to have a bird's-eye-view of the network traffic in their global network. The easy to read tools and proactive alerts enabled IT staff to address issues quickly and even before they affect user performance.

The managed service provided by American Telesis provides IMS with business continuity and maximizes network performance that resulted in their goals of greater team efficiency and employee productivity all while staying in budget.

## Customer **Benefits**

- IMS can now decide internally the criticality level of each application
- IMS has clear visibility on applications in a simple format which is far easier to work with than network centric reports delivered through CoS
- Dynamically use all resources over hybrid network
- Manage branches cost efficiently
- Help desk calls significantly reduced
- Business continuity over global hybrid network

