

CASE STUDY

SCALABLE AND RELIABLE NETWORK FREES GLOBAL COMMERCIAL MANUFACTURER TO FOCUS ON TRANSFORMING THEIR BUSINESS.



PREMIER
SERVICE
PROVIDER

Alliant Technologies is a Premier Service Provider for Red Forge Continuous Infrastructure Service™ (CIS™). This case study demonstrates the business, technical and operational benefits that Red Forge CIS™ delivers to global enterprises.

COMPANY OVERVIEW

- › Manufacturing industry
- › U.S. based
- › Global commercial refrigeration manufacturer
- › >5,000 employees

THE CUSTOMER SITUATION

The Customer Background

This international firm manufactures, distributes, installs, and services merchandising and refrigeration systems for the commercial food industry. Its products include refrigerated and non-refrigerated display merchandisers, refrigeration systems and controls, beverage coolers, air handlers, evaporative condensers, heat exchange coils, and walk-in storage coolers and freezers.

The Challenge

For many years, this company was managed as a subsidiary of a global conglomerate, operating under the parent company's MPLS network. Upon being sold off by aforementioned parent company in recent years, the company was provided a window of time to find a replacement provider for MPLS or network support of any kind.

At the time the company began working with Alliant Technologies, its existing expenditure, covering only basic MPLS and routers, was over half a million dollars annually. This had been the case with the incumbent carrier since the initial separation from its parent company years prior.

THE SOLUTION: CONTINUOUS INFRASTRUCTURE SERVICE™

The customer needed a replacement for their existing MPLS network and routers, but was looking for additional benefits considering the significant annual cost it was incurring. Alliant delivered a multi-year strategy that included a new network built from a reliable design, comprehensive network management to ensure maximum uptime, and the inherent ability to keep up with cutting edge technology.

The customer's network was built from one of Alliant's industry-specific reference architectures. The reference architecture is a proven and validated IT infrastructure design based on research and testing to determine the ideal equipment and configurations. This particular reference architecture is built for performance, reliability, maximum uptime, and minimal operating costs. At its core is the Cisco 1941 and 2921 ISR with upgraded system memory and advanced security features.

In this enhanced configuration, deep packet firewalling, intrusion prevention, threat detection, complex access control, and advanced high-speed encryption can all be enabled from deployment. This is in compliance with the company's business needs as well as industry security requirements by protecting the integrity of the customer's data. Additional features such as VoIP termination for SIP trunking can also be provisioned with a simple remote license installation; there is no downtime or hardware modification required.

To ensure maximum uptime of their new network, the customer chose Alliant's Remote Monitoring and Management (RMM), Engineering Response (ER), and Proactive Configuration Management (PCM). These services provide full network management and remediation 24x7x365 through our US-based Network Operations Center (NOC). The Alliant NOC is staffed entirely by experienced, certified engineers trained to answer questions and resolve issues in a timely fashion.

Though Alliant is responsible for monitoring the network, the company maintains full visibility and is able to make changes from any location at any time using the Customer Portal. The Customer Portal also provides the ability to review equipment, view traffic, request information, submit orders, run custom or standard reports, view dashboards, access billing, and collaborate with engineers.

As a part of CIS™, the customer also receives an automatic technology refresh every four years. This means no surprises in the budget and no more outdated equipment. The technology refresh frees the customer's time by eliminating the need for meeting with vendors, studying brochures, or researching compatibility issues.

THE BENEFITS: WHY CIS™

CIS™ enabled the customer to create exponential value within their organization. With Alliant's field tested Reference Architecture at the core of their network, the customer knows they have the best configuration available, and defects are minimized.

As a result of 24/7/365 Alliant's Network Management, the customer's IT team can focus their time and resources on critical business projects that increase revenues. By switching to an OpEx model, capital spending is lowered and future expenses are now predictable. The automatic technology refresh ensures the customer always has state of the art equipment in their environment. With everything Alliant has covered through CIS™, the customer can get back to the strategic initiatives that drive their day.