Elastic IT Expertise

Highly skilled resources that expand just in time to support the Enterprise’s business goal, preventing delays and reducing impact of technology change.

CONSULTING INDUSTRY

Engagement Summary

Assist the customer with designing redundant Internet services between two different carriers’ services. This required helping the customer configure and implement a router to bridge both carriers’ services and routing protocols allowing redundant paths for business continuity. The engagement also included design and configuration services for the customer WAN/LAN along with support pre- and post-implementation.

• Assist the customer with designing redundant Internet services between two different carriers’ services.

• Converge their tw telecom IP VPN and third party Internet services required technical support implementing a third-party Internet circuit into their eight existing sites. This required helping the customer configure and implement a router to bridge both carriers’ services and routing protocols, allowing redundant paths for business continuity.

Included design and configuration services for the customer LAN/WAN along with support pre and post implementation.

Result

tw telecom ATS team partnered with this customer to customize a solution in the customer’s network that allowed the customer to integrate services in the manner requested. The engagement demonstrated collaboration between sales, the customer, NAO and ATS team to understand customer needs and deliver a timely as well as effective solution to a challenge beyond the tw telecom network.