Best Practice
Realizing Cloud Connectivity

Solution

**tw telecom** Advanced Technical Support (ATS) for services design, deployment schedules and cutover for all three phases of the project.

**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.

MANUFACTURING INDUSTRY

Engagement Summary

The customer was seeking customer premise equipment (CPE) support for their Amazon Web Services (AWS) Cloud solution.

**Phase 1**

- Bring the customer’s corporate headquarters online with Amazon Web Services (AWS) Cloud services.
- Configure the client’s core switch to support the physical connections and routing protocols required to maintain the link to the Amazon cloud. This phase was completed in Q4-2013.

**Phase 2**

- Relocate one direct connect circuit.
- Make the modifications for both locations to support the AWS border gateway protocol (BGP) routing requirements.
- Integrate BGP with the client’s internal routing protocol supporting their LAN.

**Phase 3**

- Configure a **tw telecom** E-Line service connection between the client’s locations.

Result

**tw telecom** ATS team successfully bridged the gap between traditional telecom internetworking and cloud services knowledge base. As new technologies emerge, **tw telecom** ATS will play a key role in design, implementation and service transition.

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