



**eu**networks

## Case study

Delivering critical infrastructure that powers a global digital solutions provider



# The Company

Our customer, a global leader in digital transformation and cloud solutions, provides digital solutions from the everyday to the mission critical – supporting artificial intelligence, delivering hybrid cloud, infrastructure management, decarbonisation and employee experience.

Delivering these solutions over a global network requires a range of suppliers and partners in different regions and geographies. This can create complexity and lead to an inconsistent or underperforming network service. Managing these complexities and delivering an exceptional customer experience is a constant challenge.

## The Challenge

The customer needed to optimise a legacy part of their European network that was underperforming operationally and didn't have the scalability to meet the company's current needs and growth plans.

- The existing 10Gb network had been scoped to meet the smaller, historic requirements of the company and didn't have the bandwidth capacity to meet current and future customer.
- The network's existing DWDM equipment had become outdated, lagging in performance compared to more efficient and cost-effective options available, and had become increasingly more resource-heavy to maintain.
- The number of services and customers in the region had grown over time. Network requirements now outpaced the current local vendor's capabilities, causing a bottleneck of service delivery.

- The same vendor's lack of process, documentation and expertise meant that visibility of the region's network services was poor, making it difficult to manage effectively. The experience was inconsistent with the standards of the customer's global network.
- Any network refresh would need to be delivered rapidly, professionally and the existing live services in the region would need to be seamlessly migrated from the current network.

Faced with degrading service levels for its existing customers, the company not only needed a physical bandwidth and hardware upgrade, but an upgrade to the quality of network management. They wanted the core network to be consistently reliable and 'worry-free' for them as it delivered digital solutions to their customers.

# The Solution

After assessing the current network challenges and new requirements with the customer, euNetworks network engineering team designed and built a new private managed network solution. For us, that's our Private Connect. This solution encompassed the customer's choice of new hardware and equipment, with a bespoke network topology that delivered high-capacity bandwidth connectivity between the customer's key locations and data centres. All managed 24/7 by euNetworks' Network Operations Centre.

- **Upgraded bandwidth capacity for new growth**

From a limiting 10Gb network to a new 100Gb capacity from day 1 of the new solution, with the ability to further upgrade to euNetworks' 400Gb bandwidth capabilities seamlessly in the future.

- **New hardware for new capabilities**

The customer's choice of replacement DWDM equipment, selected for its cost-efficiency, new features and higher performance levels.

- **Expert network management**

euNetworks' 24/7 Network Operations Centre (NOC) manages the solution, backed by disciplined SLAs and visible availability metrics. An experienced team fully focused on core network performance, rapid fault fixing and service availability.

- **Full network and service visibility**

All services and network routing information documented and available. KMZ maps with street level detail of network routing and diversity.

- **Seamlessly migrated**

Over 150 live services transitioned onto the new solution by euNetworks expert delivery team, with no impact to customers.



## **Improved reliability and performance**

New rapidly available high bandwidth capacity allows the company to quickly add more services and comfortably grow its customer base. A more robust and dependable network infrastructure has removed the previous operational issues and delivers high service availability and an improved end-customer experience.



## **Detailed network visibility**

With more reliable and visible network management in this region, the customer has the data and capabilities to meet the performance standards of its wider, global network.



## **Enhanced network responsiveness**

The customer can rely on a network that 'just works', underpinned by euNetworks' NOC team. This has allowed the customer to focus its IT resources on further developing its own digital solutions – what it does best!

# Why euNetworks?

## A history of delivering premium bandwidth infrastructure

Our heritage is in delivering the bandwidth requirements of the most demanding customers in the world, from hyperscalers, global carriers and digital service providers, to financial service providers, high frequency traders and exchanges.

## A clear focus on managing critical networks

Our customers trust us and rely on our focus and expertise to deliver their core network infrastructure, the foundations on which they run and deploy the services for their users and customers. We understand the critical nature of our customer's networks and are dedicated in our management of them.

## A unique & differentiated footprint

We're a pan-European bandwidth infrastructure specialist with a unique fibre network built for business-critical services. We're focused on rapidly delivering and managing that network for our customers. With over 536 key data centres and data hubs connected with deep fibre networks in 18 cities as well as a highly differentiated long haul network that spans 45,000 route kilometres across 17 countries, euNetworks has multiple, diverse connectivity options at regional level and throughout Europe. This delivers a seamless connectivity experience for our customers across our footprint.

**We focus on rapid service delivery, high service availability and reliable, responsive fault fixing.**

**29**

**Days**

Our average on-net service delivery time

**99.95%**

**Availability**

We reached or exceeded service availability target every month for 4 years

**6.5**

**Hours**

Our average time to fix class 1 and 2 faults



**To find out more about how we  
can help you with your critical  
network challenges, get in  
touch today.**

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