CASE STUDY

Transport Company

e&'s end-to-end managed Wi-Fi and networking solution modernised the ICT network of the transport company while delivering long-term business benefits.

Customer Background

A government transport company that comprises four business centres contributing to the creation of a multi-channel investment base and the delivery of a diversified system of services to customers.

The company offers its customers an array of services including, but not limited to transport, vehicle leasing and auto maintenance. The renowned transport company has over 40 office locations and around 15 customer service locations across the UAE.

Challenges

- ◉ High cost of operations and legacy system upgrades
- ◉ Lower flexibility to adapt to changes
- ◉ Unstable network with risk on business continuity
- ◉ Delays in support and maintenance

The transport sector has undergone a major shift with ICT solutions, green technology and big data taking the centre stage. As part of the strategic objective to transform their network, the prestigious transport enterprise had planned to replace their legacy systems with solutions that complement their new-age business requirements.

With over 50 offices in the UAE, the company wanted to transition from the traditional WAN, LAN and Voice network to an optimised architecture. Additionally, the transport company was dependent on multiple vendors for reactive assistance for replacements, on-site support and updates.

Some sites had unmanaged WAN networks that experienced downtime threatening business continuity. The organisation also wanted to explore cloud-based Wi-Fi solutions instead of investing in on-premise Wi-Fi solutions that increase cost and complexities.

The transport company was looking for an end-to-end managed service provider that understands their critical requirements and deploys a state-of-the-art solution that reduces costs, increases efficiency, strengthens their overall network, offers complete managed service, and works in line with their plans and the company's vision.

Solutions

The leading transport company wanted to transform their ICT network architecture by onboarding a trusted managed service provider. The main aim was to bring in new solutions to modernise their network and support the overall business requirements.

e& started with an in-depth network analysis of the existing ICT landscape of the company, understood the business needs and proposed a turnkey solution that matched the business and the technical requirements along with supporting the migration journey from on-premise to the cloud. Apart from creating a comprehensive solution, e& aimed to help the company achieve business continuity through end-to-end managed services.

The deployment commenced by changing the legacy PABX telephony system to a fully managed IP telephony service along with a secure, managed cloud-based Wi-Fi solution and replacement of end-of-life WAN routers. To overcome the challenges of visibility and control, e& also provided 24/7 proactive monitoring and management of the connectivity, equipment and security applications from its NOC and SOC.

The turnkey-managed offering by e& for IPT, WLAN, WAN, and managed routers & switches benefitted the transport company in achieving ease of management, better visibility into their network and flexibility to scale for future updates.

Technical Details

- ⊙ Managed Wi-Fi
- ⊙ Managed Connectivity
- ⊙ Managed IP Television
- ⊙ Managed IP Telephony

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Customer Benefits

- Business resilience: The upgrade from legacy on-premise solutions to advanced cloud-based deployment keeps the business always connected, and resulted in seamless operations

- Single managed service provider: The end-to-end visibility simplified operations for the IT department and helped the customer focus on contributing towards revenue-generating requirements

- Cost optimisation: The transport company moved from CapEx to OpEx model with no upfront investment. This shift led to minimal investment on depreciating assets and lower predictable operating expense with managed services

- Scalability: Advanced managed IP telephony solution is scalable and supports integration, which resulted in ease for upgrades and deployment of new solution

- 24/7 performance monitoring: The 24/7 proactive monitoring and support reduced the risk of long downtimes while keeping the business secure