



Why Alcatel-Lucent Enterprise needed to upgrade their network

In a competitive environment, where digital disruption is the norm, remaining relevant means not just adopting the latest tech, but embracing it. Alcatel-Lucent Enterprise (ALE) saw the opportunity to not only improve their network but also enhance their service.

How a refreshed network revolutionized customer service

Implementing a next generation network solution ensures that ALE has a reliable network. As bandwidth is optimized, internet-based apps run smoothly, meaning that their customers receive the world-class service they demand.

What a flexible network meant for customer service

In a hyperconnected world, being able to deliver excellent customer service is becoming more of a differentiator. With their network taken care of, ALE is able to concentrate on a core business driver – providing the best service to their customers.



'Future infrastructure and flexible infrastructure are vital for the transformation of the business. This serves as a key milestone in delivering transformation inside the business and making sure it's the start of the innovation journey we'll be driving.'

Piotr Pyszkowski, EVP, Digital Transformation & Quality, Alcatel-Lucent Enterprise

Challenge

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Operating a global enterprise in 50 countries around the world requires a level of reliability that a traditional MPLS network couldn't provide. ALE needed a more cost-effective way to connect their global locations, and their customers. They were experiencing high congestion and latency on their network, especially when using internet-based apps. All WAN traffic was routed through the same data center in France, which created massive network congestion and performance issues.

They required a more practical way to connect their 2,200 employees – a solution that would be secure and robust enough to support their digital transformation ambitions. Any solution had to be scalable enough to support the growing company, allowing new locations to be added to their network with minimal effort. To offer value to their clients, ALE needed to leverage the power of cloud environments. An important prerequisite to their network refresh was cloud-ready WAN.

As ALE operates in China and Russia, any network solution needed to be flexible enough to comply with the unique regulatory environments of both countries.

Solution

How a refreshed network revolutionized customer service

Being a forward-thinking company, ALE is constantly looking to improve its level of service to their customers. They saw an opportunity in refreshing their network to create a future roadmap to the cloud. As implementing cloud-based solutions is part of their long-term business strategy, leveraging SD-WAN, and moving away from MPLS was vital.

Their new SD-WAN network improves bandwidth consumption, drastically improving the performance of their internet-based applications. In addition to the 25% cost reduction, they have seen a bandwidth increase of 300% across sites, improving employee productivity. This has driven gains in efficiency and speed with a significant reduction in latency and congestion across the network. The SD-WAN solution is supported by our Global Delivery Center, which procures, deploys, and manages this under an as-a-service model. This ensures that any issues are resolved quickly, with minimal network downtime.

Guaranteeing the smooth running of ALE's network was fundamental to delivering the world-class service that their customers have come to expect. It has also assisted them in their cloud transformation journey and enabled the use of cloud solutions.

Outcome

What a flexible network meant for customer service

The next-gen SD-WAN network ensures optimal bandwidth for ALE. Their cloud-ready SD-WAN solution lets them provide the best possible service to their customers. Their branches experience more uptime, and their business-critical apps run smoothly – allowing employees to effectively assist customers.

Performance improvement wasn't the only benefit experienced by the organization, they were able to optimize costs, and enable the adoption of cloud solutions and services. Through the SD-WAN solution, they were able to gain a secure network to support their business goals. They're provided with visibility of their entire network through an integrated portal and real time reporting.

Knowing that their network needs are taken care of, supported, and future-proofed, has freed up ALE's team to focus on innovation, creating future value for the organization in the process. New products can now be rolled out that will further support their employees, and most importantly, their customers.



Which technologies?

- SD-WAN

Which services?

- Managed Network Services