Case Study: Project Management

Customer Detail

One of the nation's largest suppliers of building materials to national building contractors with over 350 domestic locations.

Previous Environment

With an increased production environment and tight IT budget, this customer was looking for ways to increase network uptime and bandwidth at each of its locations, while at the same time lowering costs.

Obstacles

A key requirement was that the project include a comprehensive network management component to allow for a detailed migration strategy that would have little to no disruption to the business. The customer had limited resources available to deploy for this level of migration and called upon Lightstream to help them undertake a complete review and analysis of the existing telecommunications environment at their corporate headquarters, and to develop a strategy to increase cost savings and overall efficiency.

Solution

Lightstream's initial review of the telecommunications network uncovered several opportunities for improvement and potential savings:

- Deploy a new Wide Area Network (WAN)

- Deploy a Managed Service Platform to help eliminate the need to rely on internal help desk resources for network outages and carrier escalations.

- Consolidate and lower all POTS/local/long distance costs

MPLS

The legacy network at corporate headquarters relied on a largely outdated T1 architecture to manage data transfer among the client's various locations. A key component was Lightstream's ability to migrate all 350 locations in just over 120 days, with virtually no business disruption. Lightstream achieved this by implementing a seasoned project management team and by deploying certified network engineers to each of the sites to assist with network turn-ups and cabling requirements. With little to no IT field expertise of its own, a key customer requirement was reliance on Lightstream solely for our network experience in managing a project of this size.

Managed Services / Proactive Monitoring

With the requirement to drive network uptime, Lightstream deployed our network monitoring solution across the entire network to manage all network connection via our 24/7 Network Operations Center. As part of this solution, our technical team monitored and managed ALL tickets and worked directly with the carrier for timely resolution. The

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result: a decreased mean time to repair (MTTR) and a reallocation of resources within the customer helpdesk department.

POTS/ Local / Long Distance

The focus of this examination involved identification and consolidation of over 3000 POTS lines spread across region providers to include both local and long distance usage for approximately 350 sites served by a single LD carrier and POTS provider. With Lightstream's ability to fully identify, maintain and manage an up-to-date inventory model, we are now able to provide the customer with other cost-saving mechanisms that will include a future migration to SIP or other cost savings environments, while increasing overall business efficiencies.

The Result

After exploring a wide array of carrier options combined with a detailed migration plan, Lightstream worked with the customer to identify best-of-breed carrier options that resulted in annual savings of almost $1M in MPLS, $276K in Local/LD and $216K in POTS spending. The end result: a state-of-the-art network environment that better positions the customer for future growth, while lowering operating costs by $4.5M over the next three years.

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