

## Extreme Networks

Extreme Networks® of Santa Clara, Calif., founded in 1996, designs, builds, and installs sophisticated Ethernet solutions that meet the toughest challenges in network connectivity and IP-based communications. Throughout its history, the company has delivered more than 15 Million Ethernet ports and has established a presence in more than 50 countries. The Company increases the value of the network with its advanced software platforms that deliver meaningful insight and control to applications and services.

## The Situation

To maintain that leadership position, the Extreme Networks IT team needed to migrate from its internally managed multi-carrier infrastructure to a unified, high-performance global communications platform.

Extreme Networks sought a solutions provider that could integrate and manage disparate local access carriers around the world, ensure critical application performance from end-to-end and provide and manage hardware for 50 corporate and partner sites. In addition, Extreme Networks had 500 broadband telecommuters and 1,000 additional remote users in locations as diverse as North America, Latin America, Asia Pacific, Europe and the Middle East.

Globally guaranteed Service Level Agreements (SLAs) were a must. Plus, the entire solution had to scale easily to accommodate rapid growth, while reducing demands on Extreme Networks' overburdened IT staff – clearly, not a simple task. After evaluating several candidates, Extreme Networks chose Virtela.

## Virtela Solution

Beginning with 20 remote sites, Virtela analyzed existing WAN costs, management requirements and location application mixes. By providing outsourced management and support, Virtela was able to bring these sites up to the needed SLAs, while saving Extreme Networks 39% in operating expenses. Today, Virtela's mission has grown to include the entire network. The Extreme Networks network encompasses 25 underlying access carriers, all operating as a cohesive IP infrastructure across the Virtela multi-carrier backbone with a single point of contact, billing and day-to-day accountability.

*"Virtela offers a true partnership. Most carriers are only about bandwidth and location - how much and where. Virtela is different in that they offer a holistic set of outsourced network services that really address what enterprises want."*

*- Paul Hooper, Vice President of IT, Extreme Networks*



### Industry Focus

Telecom Equipment Manufacturer

### Size

50 U.S. and international locations.

500 telecommuters and 1,000 mobile users.

### Challenges

Migrate from its internally managed multi-carrier infrastructure to a unified, high-performance global communications platform

### Solution

Virtela fully managed VPN: Site to Site and SSL/IPSec Remote Access; Email Defense; Virtela Global DSL backup

### Bottom Line

WAN expenses have been cut while delivering two to six times more bandwidth at individual locations

## Virtela Solution cont.

Virtela's virtual network solution for Extreme Networks includes a hybrid implementation of cloud-based and Customer Premise Equipment (CPE) based connectivity tailored to meet the specific needs of each location. The network is fully encrypted and backed by Virtela's end-to-end SLAs. Virtela's all-inclusive monthly network fee includes CPE, local loop, network port, firewall, 24x7 management and on-site support.

Virtela also implemented an SSL-based remote access environment and provides email defense services that address spam, content filtering and virus protection.

Virtela's access and vendor-neutral solutions reduced both Total Cost of Ownership (TCO) and WAN expenses. Compared to Extreme Networks' previous solution, Virtela is currently providing a monthly savings of more than 50 percent. Users have also experienced improved availability, with lower packet loss and latency.

*"Virtela is my single point of contact that not only manages but provides a unified view into my network and applications," said Hooper. "For example, Virtela's ability to provide real-time application performance monitoring has enabled us to isolate and troubleshoot occasional performance bottlenecks more quickly with our ERP and CRM applications, such as Siebel."* The network also supports an extranet with Extreme Networks' international suppliers. It is easier for Extreme Networks' partners to do business with the company because the entire value chain is seamlessly integrated across the network.

*"Working with Extreme Networks has created ongoing success on both ends of the business partnership," said Vab Goel, Virtela's Chairman and CEO and a partner at Norwest Venture Partners. "I credit this to Extreme Networks' IT experience and vision which led to strategic outsourcing of critical networking services."*

## The Bottom Line

Today, Virtela manages Extreme Networks' 24/7 network across five continents. The network now carries voice and video while providing remote availability of Siebel, Oracle Financials and other bandwidth-intensive applications. The total solution integrates underlying access carriers while providing the benefits of a seamless, secure private network. WAN expenses have been cut by more than 50% while delivering two, to six times more bandwidth at individual locations.

Multiple levels of redundancy have greatly improved availability. Most importantly, Extreme Networks is enjoying a lower TCO while providing better service to clients. The network's reliability was recently tested by the worm outbreaks that wreaked havoc on many companies around the world. While Extreme Networks' in-house IT staff concentrated on supporting their customers, Virtela quickly scanned Extreme Networks' global network and eliminated the threat. *"Virtela scrubbed the network quickly, letting us focus resources to the best advantage of our customers," said Hooper.* This experience enabled Extreme Networks to be the first vendor to post a response to the virus on its website to assist customers.

## Who We Are

Virtela Technology Services Incorporated is the world's largest independent managed network, security and cloud services company. Virtela offers an award-winning suite of services - including managed networks, security, application acceleration, mobile device management, and proactive infrastructure management - to mid-market and Fortune 500 customers around the world. Virtela offers unparalleled geographic reach to more than 190 countries through its partnerships with more than 500 carriers. Virtela is headquartered in Denver, Colorado, with globally distributed Network Operations Centers in the U.S., India and the Philippines. For more information, please call +1 (720) 475-4000 or visit [www.virtela.net](http://www.virtela.net).