

# Customer story

INDUSTRY:

FINANCE



## HIGHLIGHTS

Boosting Security for Financial Network via Enterprise Managed Broadband

### CLIENT

A young and dynamic private Insurance firm serving over 20 million customers worldwide.

### REQUIREMENT

The client faced downtimes in fibre connections for their branch locations and difficulties in handling customer data from remote locations.

- They also required efficient network connectivity to ensure seamless operations across all branches.
- Additionally, they needed a centralised dashboard to monitor branch activities effectively and secure customer data against potential threats.

### CHALLENGE

The client encountered significant hurdles due to frequent downtimes in fibre connections at their branch locations.

These interruptions disrupted operational efficiency and hindered smooth customer service delivery.

Moreover, they faced complexities in managing customer data from remote locations, posing risks to data security and compliance.

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## SOLUTION

### [ Enterprise Managed Broadband ]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- **Seamless Network Resilience:** Software-defined traffic load balancing across available networks, guaranteeing network services. It maintained uninterrupted access to critical services regardless of fluctuations in network conditions.
- **Centralised Monitoring Platform:** SMOAD's centralised monitoring platform was implemented to provide comprehensive real-time insights into network performance, enabling proactive management and troubleshooting.
- **URL Filtering for Data Security:** URL filtering was integrated within the SD-WAN router to enforce policies restricting access to unauthorised websites, enhancing data security, and mitigating cyber threats.
- **Automatic Failover:** Automatic failover mechanisms were enabled to swiftly switch to alternate network connections in the event of downtime, minimising disruptions to operations.