

# Customer story

INDUSTRY:

MANUFACTURING



## HIGHLIGHTS

Dedicated, managed, and secure internet leased line for seamless manufacturing, achieving a 99.95% SLA

### CLIENT

A Chennai-based manufacturer of natural food and nutraceutical ingredients, recognised as a leading Indian brand in the organic food industry, specialising in high-quality, sustainably sourced products.

### REQUIREMENT

- The corporate office, initially supporting 30 employees, was using a dedicated 4 Mbps Internet leased line.
- With the growth of their workforce to 50 employees, the company needed to scale their internet bandwidth.
- The requirement was to increase the existing bandwidth to support the higher demand for internet usage across the larger team.

### CHALLENGE

The client was facing regular downtimes and latency issues with their Internet Service Provider.

They were finding it hard to raise a ticket during these times, as the customer service of the existing ISP was sending them in circles and had other challenges:

- Frequent downtime
- Ineffective technical support
- Cost of upgraded plan

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## SOLUTION

### [ Managed Internet Leased Lines ]

To address this complex requirement and challenge, Viva provided an ideal solution for the client. The proposed solution included the following components:

- A dedicated 12-Mbps Internet leased line was established to ensure consistent and reliable connectivity for the company's growing operations.
- The leased line was secured with advanced encryption measures to protect sensitive business data and ensure safe communications.
- To guarantee uninterrupted service, automatic failover functionality was integrated, ensuring seamless connectivity even during network outages or disruptions.

#### Additional Features included

- Highly secure
- Automatic Failover
- 2nd Line for redundancy
- Class A 'ISP'
- 99.95% SLA
- Superfast installation
- 24/7 support