Customer story

HIGHLIGHTS

Streamlined Financial network connectivity using SD-WAN, with comprehensive network monitoring and management.

CLIENT

A prominent leader in the gold loan segment with a strong market presence and 4190 branches located across 25 states in India.

REQUIREMENT

The client desired a comprehensive solution to address their connectivity challenges and provide a secure and efficient network for their widespread operations.

- They also needed a point of contact at the headquarters and branch locations to ensure smooth communication and management.

CHALLENGE

The company faced multiple challenges with its network infrastructure.

Using multiple vendors for internet connectivity in different branches led to complexity and security concerns.

Transitioning from Multiprotocol Label Switching to the Internet through a secured tunnel and managing the network from headquarters to all branches was painful.

Additionally, their existing routers failed to meet their requirements, such as load balancing, auto-failover, and central monitoring.

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💡 SOLUTION 💡

[Managed SD-WAN as a Service]

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

- **Network Connectivity and Reliability:** A complete SD-WAN solution was implemented that seamlessly integrated wireline broadband, SIM broadband, and a single 4G LTE connection for auto-failover, ensuring uninterrupted connectivity across all branches, minimising downtime, and enhancing overall network reliability.
- **Network Performance and Resilience:** SD-WAN routers were strategically placed to optimise network traffic and manage load balancing. This resulted in improved network performance, reduced latency, and enhanced user experiences.

- **Network Monitoring and Management:** The company also gained a centralised monitoring system that enabled real-time oversight of network activities from headquarters to all branch locations. This allowed for generating reports on bandwidth utilisation and primary and secondary status based on daily, weekly, and monthly data.