



CASE STUDY

Global Managed IT Provider

NETWORK, SECURITY
& HOSTED VOICE



Challenges

Tight implementation timeline.

The customer needed a provider capable of designing, coordinating, and deploying a complex, high-availability solution quickly without sacrificing performance or reliability.

Wanted enterprise capabilities without the enterprise price tag.

Telesystem proposed a comprehensive solution at a lower cost compared to competitor services, helping to meet both technology and budget requirements.

Sought a more personalized support experience.

Rather than becoming another account with a large provider, the customer wanted a technology partner offering responsive, U.S.-based support and a team invested in understanding and supporting their unique environment.

About the Customer

Our customer is a global managed IT partner delivering infrastructure, cloud, applications, automation, enterprise AI, and workplace solutions to customers around the world. As global operations continue to grow, they were in search of a robust technology foundation for a new environment, including the Network Operations Centers (NOCs) it uses to support its customers.

With a limited project budget and tight implementation deadline, the customer was looking for a boutique technology partner with US-based support and a knowledgeable team who would assist them in building out the network and communications infrastructure they needed.

Telesystem's Solution

After receiving a recommendation from an existing Telesystem customer, the organization selected Telesystem to provide **two diverse network environments**: one dedicated to its NOC operations and another for corporate office users. **Each network was designed with both 10G and 1G circuits**, providing the bandwidth, redundancy, and separation required to support critical operations.



The initial deployment also included a **Meraki security and networking solution**, with **managed firewalls, access points, switches, and licensing** to create a secure and reliable infrastructure.

But the partnership quickly grew.

Within two months of the initial agreement, Telesystem was selected to provide a fully managed, high-availability network, security, and communications environment. The expanded solution included **Telesystem Hosted Voice** and 90 **TrustUC Unified Communications Enhanced seats**, giving employees greater flexibility to call, message, meet, and collaborate from virtually anywhere. TrustUC was also extended internationally to the customer's offices in Singapore and Dublin, helping create a more consistent communications experience across its global workforce.

For teams handling customer interactions, Telesystem deployed 60 **Elite Contact Center seats**, while 60 **Yealink T73W desk phones** provided modern voice capabilities for employees who required physical handsets.

The result is a highly available, secure, and scalable technology environment supported by a single trusted provider. What began as a connectivity project evolved into a comprehensive partnership - giving the customer the infrastructure, communications tools, and managed support needed to serve its own customers and continue growing globally.

Meraki Firewall Network Design

