



END TO END MANAGED SERVICES SUPPORTING SD-WAN TRANSFORMATION

COMPANY SNAPSHOT

A leading Australian manufacturer and distributor of steel building products, this organisation was formed through the consolidation of several major industry players. Serving both trade and consumer markets, it operates a national network of 12 branches from its headquarters in Dandenong South. With over 20 years in operation, a workforce of 400 full-time employees, and an annual turnover of \$700 million, the company is recognised for its commitment to quality, particularly in its well-regarded roofing product line.

CHALLENGE

The company faced significant challenges with their existing network infrastructure. Initially utilising Telstra's "Adapt S1" offering, they found it inadequate to meet their evolving business needs. The infrastructure lacked visibility, adaptability, and scalability, hindering the company's ability to efficiently manage their operations and support their workforce across 12 branches nationwide. As the organisation aimed to modernise its network infrastructure, it recognised the urgent need for a tailored SD-WAN & SASE deployment and on-going management.

OBJECTIVE

The organisation's objective was to streamline its network infrastructure, aiming to enhance reliability, performance, and scalability through the adoption of cloud-based solutions. To achieve this goal, the company sought a partner with expertise in infrastructure design, implementation, and managed services.

The organisation engaged Cube to provide a comprehensive scope for designing, migrating/deploying, and managing a Palo Alto Prisma SASE solution. This initiative also included ongoing Managed Service components such as SME support, 24/7 incident support, and core ITIL service delivery. The strategic alliance aimed not only at supporting the company's current environment but also at expanding its network capabilities and establishing a robust foundation to facilitate the swift adoption of future technologies.

APPROACH

Upon approval for the scope and design, Cube's Project Services team seamlessly deployed Palo Alto's PRISMA Access and SD-WAN technology, effecting a transformative change in the company's network environment. Following this seamless deployment, the organisation transitioned to a comprehensive managed service solution by Cube Networks.

This tailored solution addressed the specific needs of the company's network environment, offering essential people, processes, and technologies. Key focus areas included SME Support, 24x7 Incident Support, and Core ITIL Service Delivery, ensuring effective support and management of the infrastructure.





OUTCOMES

Cube Networks successfully delivered a comprehensive scope of services covering operational support of the company's Palo Alto PRISMA Access environment and infrastructure. The implementation of **Cube's Managed Services** provided the organisation with a range of benefits and outcomes, including:

- **Comprehensive Support:** Cube's scope of services covers ongoing operational support, carrier vendor management, monitoring, patching, and reporting, ensuring the network environment remained robust and secure.
- **Specialised Expertise:** The company benefited from Cube's specialist Network & Security team, which provided prompt resolution of network-related issues and ensured optimal performance and security of the infrastructure.
- **Enhanced Visibility:** Cube provided the organisation with visibility into their Prisma Access environment through specific reports, empowering informed decision-making and enabling proactive management and optimisation of network resources.

KEY RESULTS

Utilisation of tools such as Logic Monitor, Configuration Management, Autotask, and Strata Cloud Manager (SCM) Monitoring.

Comprehensive training sessions were delivered to support teams, ensuring a deep understanding of the client's unique environment and requirements.

A tiered support system was implemented to ensure swift resolution of priority incidents, enhancing network resilience and operational efficiency.

Ongoing Managed Services support is provided by a 24/7 team, proactively managing the environment and responding promptly to incidents.

Subject Matter Expert (SME) support is available through the Network and Security team, along with a dedicated Service Delivery resource, ensuring continuous access to expertise for network stability and effectiveness.