

CASE STUDY

Transition client from IPVPN MPLS to Fortinet SD-WAN solution

Hospitality Business – Fortinet SD-WAN

OBJECTIVES

- Design and deliver SD-WAN for hotel, food and beverage business.
- Facilitate countrywide Fortinet SD-WAN implementation.
- Allow for multiple different site categories to operate similarly with secure guest segmentation.
- Improve network performance across the board.
- Easy to manage solution.
- Automate the build process.
- Allow for easy scalability for future planned sites
- Full network documentation.

Benefits

- Improved customer experience and satisfaction.
- Enhanced security with standardised deployment approach.
- Automated approach reduces configuration errors and improves consistency.
- Ensures optimised network infrastructure that supports guest services, POS systems, back-office operations, and digital customer engagement.
- Consistency and reliability in performance and experience across locations, supporting brand integrity.
- Documentation to support maintainability, aids in troubleshooting, supporting compliance requirements, and speeds up onboarding of new IT staff.
- Streamlined IT support, management, training, and governance, while enabling shared best practices and economies of scale.

AT A GLANCE

Challenges

- Multiple sites with varying requirements
- 24-hour operations with minimal downtime tolerance

Solution

- Fortinet SD-WAN for multi- locations.
- Managed service to reduce company's operational burden
- Documentation for compliance and assurance



"Since moving to our new SD-WAN solution, we have seen a reduction in the number of calls coming into the Service Desk and when we do have calls the team can easily support."

"Business users are also impressed that connectivity issues are no longer complained about".



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