



CASE STUDY - Service Type: Private Internet (MPLS) Cloud with Hosted Applications & Services

Customer Type: Technology / Broadcasting Industry

Requirement: Ultra-high availability Hosted Microsoft Exchange and SharePoint, together with high-speed private Cloud / inter-site VPN (Virtual Private Network) with secure Internet access breakout.

The customer brief was: To provide a high-speed private network with an Internet access 'breakout' that was secure and always on-line. In addition they required Microsoft Exchange mail services across their enterprise, which included sites in London & Bristol (UK), plus New York and Hong Kong. The system must also allow for trading partners (customers and suppliers) and for other, non JPCi Telecom Internet connections, to link into the network as secure VPN connections.

The Solution: Leveraging off JPCi Telecom's national Ethernet network, 100 Megabit fibres were installed into our client's UK sites and these sites were connected as an IP-VPN over our MPLS network. Two Cisco ASA firewalls were installed at our London Data Centre to protect the customer network - these were configured in an auto-failover mode - and, via these, the customer was provided with Internet access for their entire UK operation.

The Ethernet connections were supplemented with auto-failover DSL backup lines that automatically continue to provide service in the event that one or both of the main Ethernet lines fail, including the automatic re-allocation of IP addressing to ensure that all services and applications continue without the need for customer intervention. Additionally, DSL lines at other locations e.g. the homes of key staff, have subsequently been brought into the 'Private Cloud' / MPLS configuration ensuring that high levels of security and excellent network performance are maintained.

The Hosted Exchange and SharePoint service requirements were satisfied using a combination of dedicated hardware and Virtual Private Servers (VPS). The primary Exchange servers and the Domain Controller were provided on dedicated servers with real-time backup to two VPS. 'Between' these two platforms we installed Cisco load-balancers in an auto-failover mode, to

work as 'heartbeat' devices - this basically decides whether the primary servers are available, and, if not, diverts access to the backup server(s) as required.

The customer, who provided the following testimonial, has deemed the project a complete success.

Customer testimonial

"JPCi provided invaluable assistance during the restructuring of our communications infrastructure during 2010 & 2011, supplying fibre lines connecting our national and international offices to each other, as well as the Internet.

JPCi are also assisting us by provisioning public cloud offerings to our customers and private cloud services internally, including highly resilient Exchange 2010 and SharePoint environments.

JPCi have one of the most responsive, competent and professional sales, service and support teams we have ever worked with. These qualities helped ease many critical parts of the deployment. I would recommend JPCi to any company looking for a high quality and reliable hosting and communications partner."