Case Study

The challenge

A system that was too slow, too limited, and impossible to manage

As a globally connected company, Miller Legg relies heavily on their network. With their previous on-premise solution, the team struggled to maintain productivity on the network's slow speed. For Maikel Cayon, the Director of IT, the old solution was difficult to manage and lacking in the features they needed.

"They were not very easy to manage. In fact, they were almost impossible to manage," he said. **"Aside from basic firewall capabilities, they didn't provide any additional features in order for all of our people to get all of their work done and for me, as the network administrator, to be able to administer the network correctly."**

With these problems, Maikel knew that the on-premise solution would only continue to limit their productivity, performance, and profits.

"With the increasing demands of our business, we needed more bandwidth. We needed better latency, we needed more speed," he said. **"Our previous hardware and infrastructure was outdated and quickly becoming something we couldn't work with."**

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> "IPFone has always been great on the billing side, great on the management side, great on the support side," he said. "Now I can get the great support that I've always had on the voice side on the network infrastructure and management side."

Maikel Cayon Director of Information Technologies

Finding a new solution with a trusted partner

Though Miller Legg could update their firewall and network appliances while working with their service provider to improve network speed, Maikel knew the process would be both expensive and time-consuming. Instead, he turned to IPFone, which had served as their high-quality VoIP provider for over a decade.

As he explored IPFone's SD-WAN solution and its range of features, he was quickly impressed with the product.

"Before the product was presented to us, I never thought that I would be able to get this type of service at a reasonable price," Maikel said. **"I was pleasantly surprised at the great cost for what the service was. So that impressed us right away."**

He continued to be impressed with IPFone during the implementation process. It took just two weeks to fully install the new solution into all three office locations. IPFone's unique on-site approach created a quick, seamless experience, even when they ran into issues with the process.

"They were able to handle it very quickly and resolve any issues that came up during the upgrade process, where we were able to get it back up and running within a day," Maikel said. **"Having someone on premise was critical. It was fundamental to have someone there."**

Improving their systems across the board

Once the new SD-WAN solution was in place, they quickly began to see improvements. For Maikel, the solution's ease-of-use and simple management have allowed him to perform tasks in a fraction of the time it took previously. What once took hours can now be completed in just minutes.

"I wear a lot of hats around here and being able to easily perform maintenance and new configuration tasks within five minutes, that was a big draw," he said.

Maikel has also benefited from numerous additional features, including the high level of protection offered by IPFone's Cisco Meraki network.

"We're able to eliminate potential attacks on the network level before they even get to machines," he said. **"Already I've been able to identify several threats that I had not known**

were present on some of our machines and even some of our servers. That additional level of protection saves us a lot."

Miller Legg's new SD-WAN network has improved their internal productivity, but it's also increased their competitive advantage, revenue, and operational success.

"We have better, faster, and more convenient access to our systems. With our industry, in our company specifically, it's all about being able to have access to our systems as needed, whenever needed, and in a reliable manner," Maikel said. **"The Meraki has allowed us to do that. It's improved all of our systems across the board."**

With the company's client-based and communication-intensive work, these benefits have also improved the experience they're able to offer their clients.

"We run a number of services that are client-facing that have improved because of the new connections and hardware," Maikel said. **"It has improved them quite a bit, it's made them more reliable and faster."**

Though they are still in the early days of using IPFone's SD-WAN solution, Maikel said he and his team are impressed with the improvements they've seen so far and would definitely recommend the product to others.

"It's great, it's extremely reliable, and we get a level of service that's amazing at a great price," he said. **"It has been working amazingly well. It's just working fantastic."**