

# Business Support Services

## Case Study



## Client Firmographics

GBS Corp (GBS), headquartered in North Canton, OH, is a leading information solutions provider focused on innovating and improving their solutions to help their customers' businesses. Since opening its doors in 1971, GBS has valued identifying and investing in technologies that improve the dynamics of how their customers do business. The organization achieves this by providing software solutions, print and marketing services, content management, credit union core processing, labeling, patient identification, and much more. GBS is a 100% employee-owned company with over 200 employees and 8 Ohio locations. Their commitment to employee ownership and expertise have contributed to their success in the information solutions industry.

## Case Study

### GBS Corp needed to increase bandwidth and improve network performance.

One of the many ways that GBS has been able to improve is by evaluating a new solution for their wide-area network (WAN) and migrating their eight locations from MPLS to a software-defined wide area network solution (SD-WAN).

Joseph Berenyi, Manager of Corporate Information Systems with over 25 years at GBS, knew that

CorporateTechnologies Group (CTG) could help with their SD-WAN project. Before implementing SD-WAN company-wide, GBS previously utilized an MPLS network and VPNs for remote user connectivity. This setup resulted in a few problems, namely that as applications and workloads were migrated to the cloud, there was an increased demand on the network, contributing to poor application performance at branch locations. Costly MPLS expenses caused GBS business leaders to begin looking for alternative solutions. The current infrastructure would need to be updated to move from an MPLS solution to SD-WAN.

### Migrating 8 Branch Locations From MPLS To SD-WAN

Before the SD-WAN project began, multiple fiber internet circuits would need to be implemented at all 8 GBS locations, providing higher bandwidth and better-quality internet, replacing less reliable cable modems, and lowering costs. The next step was selecting an SD-WAN provider. CTG brought multiple SD-WAN solutions to the table, keeping the requirements and expectations of GBS in mind.

"CTG has always been on board, gave us information about different vendors, as well as personal experiences they have encountered [with SD-WAN]. They [CTG] have always been an advocate for us."

Joseph Berenyi, GBS CORP

GBS aimed to accomplish four primary goals by migrating from MPLS to SD-WAN:

- Save money on communication costs
- Consolidate security footprint for IPS and Anti-Malware services
- Retain control of the firewall configurations
- Control the quality of service (QoS) for voice communications

CTG provided different options, including their own SD-WAN provider. Additionally, the CTG team offered technical guidance and support in evaluating the various SD-WAN solutions and complementary connectivity options.

## Challenges During SD-WAN Implementation

No project goes perfectly, no matter how prepared the company and team may be. Once GBS selected an SD-WAN provider, they began the implementation process by migrating SIP trunks off the MPLS network, which in turn, caused a two-month delay in the implementation timeline. The project was soon back on track, and the actual cutover had little trouble.

The next challenge was that the new configuration was not working with the existing network. The current configuration utilized 30+ public IP addresses to meet the needs of customers and GBS offices alike. To fix this, GBS purchased 30 IP addresses from the SD-WAN provider to deploy the SD-WAN solution as it was initially designed.

With the purchase of the new IP addresses, the firewalls had to be configured for each application behind one of the new public IP addresses.



"We utilized CTG as an escalation point since we are very hands-on at our company because we knew that they would make sure what I needed was done in a timely manner."

Joseph Berenyi, GBS CORP