

PLATINUMONE



Company Stats

- No. of offices and locations: 4
- Vertical: BPO/ITES
- User Base: 300+

The Challenges

- 1 High cost of incumbent service
- 2 Network Security Threats
- 3 Secure connectivity of 4 offices

The Nevales Solution

The Nevales N300 was offered to ensure security, connectivity, content security and management of all communication traffic between the Internet and internal networks.

The Results

With the implementation of affordable and comprehensive Nevales N300 security solution, all the concerns were addressed to the utmost satisfaction of PlatinumOne management.

CASE STUDY

“The product offers excellent value proposition. With all the network concerns under control, PlatinumOne can now stop worrying about the bandwidth misuse, virus attacks, and other network security problems”.

Amey Saxena – Managing Director

Background

PlatinumOne is an end to end communication services provider for corporate clients ranging from domestic BPO services through skilled manpower to automated communication platforms like IVR and SMS. PlatinumOne aspires to be the best in class provider of auxiliary services for esteemed companies in India & Abroad. Currently they have offices in 4 locations across India viz., Mumbai, Kolkatta, Noida and Bangalore with over 300 employees working on various business critical assignments in the domain of sales and customer services in BFSI, Telecom and consumer durable / FMCG industry.

The Challenges

Being a BPO, It was extremely critical for PlatinumOne to secure the data of their clients as well as the outsourced applications. Any data theft or loss could affect client relations. Also any system downtime could affect delivery schedules and productivity adversely. Hence it was very critical to secure the network.

PlatinumOne was having network security in place; the solution was implemented and managed by a third party (system integrator) under the Opex model. However, in spite of the Opex model, the high operating cost was not a viable option in the long run.

Apart from this, PlatinumOne has a very lean organization and was heavily dependent on their IT partner to manage their network administration as well as making necessary changes as and when required as per their client's requirement. The system integrator was unable to support them with timely and correct solutions. As PlatinumOne was growing, so were the IT concerns and requirements. Under such a situation the low TAT became a critical issue for smooth functioning.

Another concern was that the 4 offices could not be securely connected with each other with the existing solution.

Under such a scenario PlatinumOne was on the lookout for a solution which provided security, excellent service and cost efficiency all at the same time.

In nutshell the three main concerns for PlatinumOne were:

1. High TCO of existing solution provider
2. Secure the network with timely service
3. Secure connectivity of the 4 offices

“Hundred percent security at a much lower offer compared to the market price. Nevales system has made our network more secure. The Content Filtering Service has put a check on people from wasteful surfing on the internet and made the network throughput faster by blocking inappropriate traffic”.

Ratul Lahiri – Director

Nevales Benefits

- Managed Secured Services
- Direct Nevales Support
- Pricing: OPEX
- Integrated Load Balancing
- Customizable
- Scalable
- Best of Breed OEM Partnerships
- Free Hardware Replacement
- Tangible ROI

Benefits

The benefits were as follows:

When we approached PlatinumOne they had already tested other security products available in the market. While most of the products offered gateway level solutions, the cost implications were prohibitive as compared to Nevales Networks. Nevales offer was almost 40% lower than that of the other security solutions.

After implementation, Nevales Firewall manages all communication traffic between the Internet and internal networks, controlling incoming and outgoing network traffic based on the corporate security policy, simultaneously blocking unauthorized access.

One of the main requirements of the client was inter office connectivity. This requirement was fulfilled with the successful implementation of the IPSec/VPN feature.

Employees who misuse the bandwidth for illegal downloads and file sharing have been restricted by Nevales gateway level solution.

We have configured the content filtering by creating user groups and giving them user access according to their privilege defined by company IT security policy.

In the nutshell, PlatinumOne has achieved

1. Enhanced Network Security
2. Easy Centralized Manageability
3. Proper Bandwidth Utilization
4. Considerable Reduction in Downtime
5. Network Redundancy
6. Increased network performance

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