

## **Case Study Cs012 – Paul’s Experience with Haas and SaaS** **Category: Haas – Hardware as a Service**

### **Voice Quality**

#### **The Issue:**

Customer complaining about voice quality and drop issues.

#### **The Solution:**

We were one of the first to create a firewall as a network edge device. This device not only protected the organization against cyber-criminal activity, but also provided the ability to monitor the quality of bandwidth delivered to the customer and the ability to prioritize applications using the bandwidth currently called SD-WAN.

#### **Result:**

1. Mitigate time to resolve customer issues. Timely resolve of issues from 4-8 hours to 15-45 minutes. When issues arose, the system would identify and pinpoint where on the carriers network the issue was coming from. Providing this information to senior carrier engineers would help ensure speedy mitigation.
2. Solution and case studies utilized to make and close more sales, Sales to enterprise customers doubled in 3 months.
3. Generated additional monitoring and resolution revenue (SaaS) and firewall (HaaS) monthly reoccurring revenue, that would increase the value of the customer an additional 30%.
4. Maintained current customer base with predictable service.