Commsworld Builds Agile Carrier-Grade Network to Deliver Superior Connectivity Solutions and Customer Service

Summary

Company:

Commsworld

End Customer Vertical:

Telecommunications

Partner:

Axians

Business Challenge:

Following its acquisition of Edinburgh-based ISP Fluency, Commsworld needed to find a network vendor to help handle the increasing demand for services and functions.

Technology Solution:

· MX480 and MX104 3D Universal Edge Routers

· EX4300 Ethernet Switch

· SRX Series Services Gateways

Business Results:

· Superior customer service

· Unprecedented support for business growth

· Low total cost of ownership for network infrastructure

· Robust, agile network with carrier-grade qualities

Commsworld, founded in 1994, is Scotland's leading telecommunications network services provider, providing customers with a full range of integrated communications solutions such as fiber Ethernet and broadband connectivity. Following its acquisition of Fluency, Commsworld has invested heavily in its state-of-the-art Fluency network, which spans the length and breadth of the U.K. to deliver low latency WAN performance to its clients. The company has a strong client base and pedigree in telecommunications, which is backed up by a comprehensive solutions portfolio, excellent service support, and ISO accreditations. As such, Commsworld is ideally positioned to enable businesses to achieve growth through the adoption of super-fast connectivity.

Business Challenge

In 2012, Commsworld acquired Fluency, an ISP founded on open-source principles and an innovative, nontraditional approach to networking. As Charlie Boisseau, the original founder and owner of Fluency and now Chief Technology Officer (CTO) at Commsworld, explains, "After the acquisition, we needed to scale up quickly to serve thousands of customers across Scotland. Although we still liked the principles and ideals of an open-source platform, we realized this wouldn't be a long-term solution for us. We needed to find an innovative network vendor who could scale with us to meet our constantly evolving business needs, while keeping our total cost of ownership down through automation and integration capabilities to reduce the burden on our engineering resources."

"We strongly believe in our relationship with Juniper to future-proof our investment. We are already so much further ahead than where we started but we can see even more potential in the Juniper solutions to help us achieve our aggressive growth plans. We intend to be a network operator of scale and Juniper and Axians will be absolutely instrumental in this goal."

Charlie Boisseau, CTO, Commsworld

Selection Criteria

The decision to evaluate Juniper Networks was an easy one to make. Boisseau had previous positive experiences with Juniper and had been impressed by its customer references: "When I saw that the London Internet Exchange (LINX) had based its network infrastructure on Juniper's networking portfolio, I knew there wouldn't be anything I could throw at a Juniper network that it couldn't cope with. The Juniper solution portfolio has met our requirements and more," Boisseau says.

Commsworld also needed to select a networking systems integration partner to help choose the right elements for its project needs. For Boisseau, this was also not a difficult choice. "We had already worked with Axians in the past and we knew they could add real value to our team, particularly in the pre-sales stage. We were happy to do the main network design and implementation ourselves, but the relationship we have with Axians brought us closer to Juniper than we ever thought possible. From sorting the commercial elements and finding the 'best fit' for us within the Juniper portfolio, through to consulting with the right technical resources, everything has been very well managed by Axians."

Technology Solution

Starting with just two points of presence (POPs) and a 1 Gbps core network, Commsworld's new network consists of 21 POPs that are entirely based on Juniper solutions.

Commsworld's new core network deploys the Juniper Networks® MX480 3D Universal Edge Router located in Edinburgh, Glasgow, London, and Manchester. In addition, Axians also upgraded many of Commsworld's metro access network nodes in Edinburgh and Glasgow with the MX104 3D Universal Edge Router in order to increase capacity and support multiple10 Gbps links over its fully optical backhaul infrastructure.

Nick Ryce, Senior Network Architect at Commsworld, explains how other Juniper solutions complete the network configuration: "At Commsworld, we deploy small branch SRX Series Services Gateways as customer premises equipment (CPE) where they are used to terminate a variety of WAN access connectivity services such as fiber to the curb (FTTC), Ethernet in the First Mile (EFM), local access fiber, and xDSL. The devices provide a Layer 3 routed demarcation point between the WAN service delivered by Commsworld and the customer's private LAN environment, and in some instances, they also provide Layer 2 LAN extension services using virtual private LAN service (VPLS) for tunneling traffic between customer sites across Commsworld's IP/MPLS network. The Juniper Networks EX4300 Ethernet Switch is used to aggregate access traffic and terminate direct fiber WAN connections."

All network elements are connected through the advanced Juniper Networks Junos® operating system. This ensures simplified system management and shortens the time it takes to deploy new services, lowering overall OpEx costs.

Business Results

With its key technology partners and broad footprint, Commsworld is in full control of its own network. This greatly benefits its customers, as Boisseau explains: "Traditional network operators can't respond to customers' demands particularly quickly. With Juniper technology at the core of our network, along with our superior level of control with regards to network management, we are in a much more flexible position. If a customer wants to upgrade from one service to another, we can do that simply, and in-house. When we chose Juniper, we completed a total cost of ownership calculation and found that Juniper offered the most cost-effective solution for us—and, we pass these cost savings onto our customers. In addition, power-efficient Juniper equipment, which features like low touch power and heating, keeps our carbon footprint down and supports our low-energy cost objectives."

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Next Steps

Commsworld plans to expand its network in the U.K. at a fast rate, and at higher capacity. In partnership with CityFibre, a company that builds transformational fiber optic infrastructure, Commsworld is connecting customers to a pure fiber infrastructure at multi-gigabit speeds, which dramatically accelerates the digital capabilities of businesses across the U.K. Edinburgh and Aberdeen are set to become the first gigabit connected cities in Scotland. For this major initiative, the technical choices are critically important to ensure a secure and reliable end-user experience for the cities' businesses.

With Juniper automated service provisioning in place today, Commsworld will be able to scale to new heights, while providing greater customer service with streamlined processes and advanced systems integration.

"We strongly believe in our relationship with Juniper to future-proof our network investment," Boisseau says. "We are already so much further ahead than where we started, but we can see even more potential in the Juniper solutions to help us achieve our aggressive growth plans. We intend to be a network operator of scale and Juniper and Axians will be absolutely instrumental in this goal."

For More Information

To find out more about Juniper Networks products and solutions, please visit www.juniper.net.

About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net.

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