Case Study

Local municipality connects disparate locations with Network as a Service

Client

Local municipality

The client has approximately 120 employees providing services to more than 12,000 residents. The client must connect multiple locations, including its safety center, municipal building, city hall, and fire department. The client also has a shared services arrangement with two other municipalities. The client has an existing relationship with OnX Canada and has already migrated its servers to a virtual data center.

Challenge	OnX solution	Results
• The client needs to connect multiple locations. • The client faced $62,000 in equipment costs and $20,000 in installation costs for a hardware refresh. • The client wants to move from a CapEx to an OpEx cost model.	• Network as a Service (NaaS) to move away from capital expenditures related to hardware refreshes. • Built-in hardware refreshes. • Hosted Unified Communications. • Serve as a liaison for the client's third-party IT partners. • 24x7x365 expert support.	• NaaS reduced the client's monthly networking expenditures by $12,000. • Network monitoring and management provided by OnX experts relieves the client's internal IT staff to focus on mission-critical initiatives. • Integrated existing data centers to deliver an end-to-end networking solution.

Challenge

The client needed a hardware refresh and faced $62,000 of equipment costs, and $20,000 in installation costs. The client's monthly expenses included $2,850 for a PBX solution with NOC management and monitoring and $5,500 for OnX and local services. The client previously spent about $250,000 for gear, including switches and phones, some of which were nearing end-of-life status. The client needed to move to an OpEx model—as opposed to a CapEx model—and wanted to expand its use of the "as a Service" model. The client asked for a solution that would eliminate upfront costs for equipment, provide monitoring and management, and feature built-in hardware refreshes. The client also needed an IT partner that could coordinate with its third-party IT partner that provides desktop support. The client's IT lead is also the assistant fire chief, which makes outside IT support a critical need.

OnX solution

- OnX recommended the client adopt NaaS to continue enjoying the benefits of a customized solution that eliminates future capital investments for expensive network equipment and is monitored and managed 24x7x365. NaaS from OnX:
- Supports the client's existing virtual data center servers.
- Provides necessary infrastructure for additional cloud applications including the OnX Hosted UC solution–which the client adopted in conjunction with deploying NaaS.
- Includes 24x7x365 expert OnX engineering support.
- Provides the client and its third-party IT partner visibility into the servers all the way down to individual phones.
- Features a predictable monthly cost that builds hardware refreshes in the solution lifecycle.

Results

NaaS reduced the client's monthly networking expenditures by approximately $12,000 a year—from $9,500 a month to $8,500 a month. Hardware refreshes are part of the solution, which eliminates uncertainty around future equipment-related capital expenditures. OnX is also working closely with the client's third-party IT partner to give the client an end-to-end networking solution.