

# Case Study: Fusion, Synoptek & Equinix



## Executive Overview

Fusion required a Microsoft Azure ExpressRoute and Infrastructure-as-a-Service solution to support the company's customer base across 46 countries. With the Synoptek & Equinix Managed Performance Hub Offering, Fusion found a solution that provided them with a high-performance, private and secure connection between their environment and Microsoft Azure.

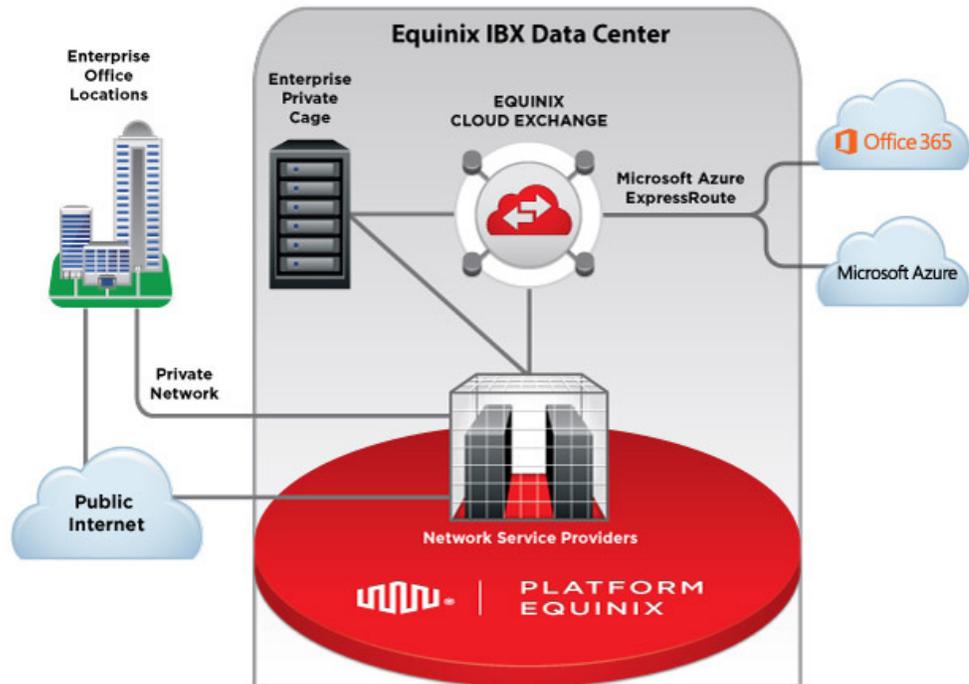
## Business Benefits

- Redundant and diverse interconnectivity paths to and from the Microsoft Azure cloud for enhanced reliability.
- Reduced operating costs while improving quality of experience (QoE) for latency sensitive applications.
- Significantly improved WAN performance and server response times.

“The biggest benefit has been the speed at which Synoptek is deploying these services. Synoptek provides all the hardware, the space, the power, the rack, the cooling, everything you'd find in a traditional data center.”



## The Solution



The **Synoptek/Equinix Managed Performance Hub** immediately provided all of the data center components Fusion required, “including rack space, cooling, and network components to support an Express Route circuit to Azure,” according to Iwanski.

Executing almost a billion transactions a year globally with a small staff, Iwanski acknowledges that Synoptek was the ideal way to “fill the gap.”

“Our team,” explains Iwanski, “is about one hundred people and we don’t have dedicated network engineers. I’m part of a small group that manages Fusion’s entire global infrastructure. For example, we don’t have the resources or the bandwidth to setup BGP (Border Gateway Protocol) or monitor circuit health internally.”

The first solution Synoptek deployed for Fusion was the Managed Performance Hub. “Synoptek was very quick to set this up. They even proactively shipped a firewall to our co-location facility for the virtual private network (VPN) connection before we even signed the agreement, so we’d be ready once we did.”

“When you’re talking Infrastructure-as-a-Service (IaaS) you still need some of those traditional components, like web application firewalls, mesh firewalls, someone to manage and maintain these devices, Synoptek fulfills that need,” explains Iwanski.

Iwanski also found the ideal solution to his specific requirements from the Managed Performance Hub, noting, “Between the location, the overall package which included the router setup and the co-location space, it’s the perfect solution for an organization like us that doesn’t employ full-time network engineers. We absolutely needed someone who manages and provides this type of offering.”

## Benefits Realized

Edward Iwanski notes one of his best early experiences working with Synoptek occurred when they were creating a connection between their existing data center and Equinix. “The service provider was going to be delayed deploying a physical circuit to Equinix, so, we decided to contract infrastructure services from Synoptek to form a VPN to our existing data center that provided the required connectivity, keeping project timelines on track.”

Synoptek had provided a detour around circuit delays.

“We looked at other providers before finding Synoptek,” notes Iwanski. “Their unique offering in partnership with Equinix was a big plus, but we were also looking for someone we can partner with for a variety of managed services. It was difficult to find someone with as extensive a menu of offerings between the Managed Performance Hub, and the IaaS offering with firewall and managed services, and more all under one umbrella.”

He continues, reminding that, “Synoptek provides all the hardware, the space, the power, the rack, the cooling, everything you’d find in a traditional data center. We didn’t have to worry about being nicked and dined to death, it was all included in one package.”

He closes, mentioning that, “The biggest benefit has been the speed at which Synoptek is deploying these services. We did our due diligence and Synoptek fit the bill in all those places.”

### About Synoptek

Synoptek offers IT consulting, managed services, cloud services, and on-premise IT management as well as 24/7 end user support for improving business results. With over 525 employees and more than 2,000 active customers in the United States and abroad, Synoptek provides comprehensive information technology management services and support. Synoptek leverages ITIL service management processes, customer-focused IT architecture, and operational excellence to deliver uninterrupted services demanded by today’s market.