

Pitney Bowes

Pitney Bowes is a mailstream technology company that helps organizations manage the flow of information, mail, documents and packages. Our 35,000 employees deliver technology, service and innovation to more than two million customers worldwide. The company was founded in 1920 and annual revenues now total \$5.9 billion.

The Situation

With Pitney Bowes' steady growth to industry dominance in the mail and document management market came the need to extend the internal I.T. applications that fueled the U.S. offices to the Pitney Bowes offices overseas. Pitney Bowes had been experiencing outstanding growth in Asia, but had many branch offices without a solution for connecting to the corporate I.T. network. Those branch offices were dependent upon dial-up connectivity to the Internet and could not avail themselves of such critical corporate applications as Siebel, SAP, and Lotus Notes. In addition, the Pitney Bowes management team was keen to extend the company's online training program to its Asia-based employees.

The goal for solving this networking challenge: have all applications that reside in the Stamford, Connecticut headquarters of Pitney Bowes operate identically anywhere in the world. This would require a new Asia network for Pitney Bowes, and one that increased bandwidth but did not also increase cost. The company wanted a state-of-the-art VPN network that operated seamlessly, anywhere in the world.

Among the choices in architecture that Pitney Bowes made was a decision to leverage international DSL as a way to facilitate connectivity to these applications in the Asia branch offices. The company began a thorough evaluation of international carriers who could facilitate a DSL based VPN from offices in Australia, China, Hong Kong, Japan, South Korea, and Thailand. Pitney Bowes required that the network have high availability, low latency, a single point of contact for all support, and that all billing be in U.S. currency, regardless of location.

After extensive evaluation, Pitney Bowes selected Virtela as its Asia VPN network provider. The company concluded that Virtela best met the complex requirements of having multiple DSL providers in multiple countries facilitating a VPN that stretched the length of the Pacific Rim, all integrated into one seamless network for billing, order entry, installation, and network management.

"We evaluated all the major global service providers and Virtela met our exhaustive requirements. Virtela uniquely gives us a single face for all network implementation and management across our Asia-Pacific countries, with a flexible broadband network solution that delivers greater reach, performance and savings."

-Mike Reynolds, Pitney Bowes

Pitney Bowes

Industry Focus

World's Leading Mail and Document Management Company

Size

33,000 employees located throughout the world

Challenges

Connect Asia locations to critical applications residing in the U.S.

Solution

Virtela Fully Managed DSL-based IP VPN

Bottom Line

Virtela delivered a managed VPN solution for Pitney Bowes' Asian offices that utilized Virtela's unmatched reach in international DSL, its Industry-leading Service Level Agreements, and its world-class customer support in Denver and Mumbai

Virtela Solution

The Virtela solution for Pitney Bowes' Asian branch offices utilizes Virtela's industry-leading reach in international DSL, along with its award-winning IP Service Fabric (IPSF) network, to create a seamless IP VPN platform for bringing critical business applications to the Pitney Bowes personnel in six different Asian countries. Because Virtela creates a "super network" of the world's top Tier One networks, Virtela is able to optimize Pitney Bowes' traffic across multiple backbones for best performance and availability. The Virtela OSS infrastructure also provides real time traffic information from every backbone and every location, as well as integrated, single-pay billing, order entry, and trouble ticket capabilities. Lastly, the Virtela Network Operations Centers in Mumbai, India and Denver Colorado are providing twin levels of customer support to Pitney Bowes personnel, on a 24/7/365 basis.

According to Pitney Bowes, Virtela provided these key solutions to the company's challenges for a pan-Asian IP VPN:

Create an IP VPN using DSL in Australia, Hong Kong, China, South Korea, Japan, and Thailand	Virtela maintains the industry's largest footprint for international DSL, reaching over 100 countries worldwide. In addition to installation and provisioning, Virtela also provides round-the-clock monitoring from its network operations centers in Denver and Mumbai.
Provide the Most Stringent Service Level Agreements for Availability, Latency, Jitter, and Packet Loss	Virtela's standard U.S. service level agreements include: <ul style="list-style-type: none"> • <70 ms of Latency within the U.S. • <250ms of Latency Worldwide • 0.1% Packet Loss • 100% Availability • .01% Jitter
Increase Bandwidth While Not Increasing Overall Operating Costs	Because Virtela can provide full installation service, network management around the world, and offers the greatest choice in access from DSL to DS3 and above, Virtela's solutions for Pitney Bowes were tailored to meet the company's needs for both performance and price.

The Bottom Line

Companies such as Pitney Bowes became industry leaders through their ability to leverage the best solutions at the best prices. Virtela's unique business model of combining the world's top networks into the IPSF "super network," along with its all-embracing philosophy of partnering with all top technology providers, gave Pitney Bowes the opportunity to achieve both goals: increase productivity and reduce costs.

The Virtela network of international DSL VPN connectivity allowed Pitney Bowes' Asian customers to access critical applications and training, while also offering the company the industry's most competitive pricing and service level agreements.

Who We Are

Virtela, the world's largest independent managed services company, offers award-winning managed services including MPLS and IP-based Virtual Private Networks (VPNs), Security, Application Acceleration, Remote Access, and WAN/LAN Device Monitoring and Management, to some of the most competitive multinational companies in the world. Offering services in 190 countries, Virtela integrates and manages best-of-breed service providers through partnerships with 500+ carriers, to address the unique needs of its customers.

Virtela is headquartered in Denver, Colorado, with Global Network and Security Operations Centers in Denver; Mumbai, India; and Manila, Philippines. For more information, please visit www.virtela.net.