



a singular intelligence

# Case Study



## Leading Global Network Company goes Opteq....

**F**ounded in 1983 at the inception of networked communications with a simple vision – to do great things - Dimension Data is a specialist IT services and solutions provider that helps clients plan, build, support and manage their IT infrastructures. Today Dimension Data are positioned at the forefront of networking and communications in 47 countries around the world with 2008 revenues of \$4.5 billion.

In order to support its customer's Business Requirements, Dimension Data's Managed Services delivery strategy is based upon 6 regional Global Service Centres (GSC's) located in London, Boston, Johannesburg, Bangalore, Frankfurt and Sydney. Each of these GSC's operates using Dimension Data's GSOA (Global Services Operating Architecture) platform, consisting of a fully redundant, high availability, global service management database and infrastructure.

The problem definition defined by the IT department was to source a firewall solution that is robust and advanced in features. The solution had to allow for a redundant configuration with a very fast switch around time in order to minimize downtime in line with the organisation's redundancy policy. There was also a requirement for bandwidth management. The solution must have extensive reporting capabilities and would have to operate transparently within the network and be highly resilient.



An Opteq iQ solution was proposed that could integrate all the requirements within a single device. An Opteq iQ unit running Real Time iQ, Firewall iQ and Bandwidth iQ was installed and resulted in significant cost of ownership benefits. A Single scalable platform, reduced maintenance, support, resources and training to name a few. Initially there were a few additional firewall requirements that were specific to the client. The development team was quick to respond and was able to deliver these custom changes within a few weeks.

The solution is located in the United Kingdom in the core of the DiData global corporate network; redundancy as mentioned was a key requirement. For this reason, a separate instance of the solution is present at their production facility and at their disaster recovery site. The two sites are located several miles apart in the London Metropolitan area, with independent power and telecommunication feeds. The primary site is connected to the secondary site via redundant high speed links and the secondary site is equipped with a duplicate of the servers of the primary site. Database synchronisation between the two sites enables Dimension Data to achieve availability superior to 99.99% and complete resilience in case of disaster. The Central Siebel Database is fed and accessed by Regional Systems which perform the Monitoring and Reporting function for Dimension Data's customers.

The Opteq firewalls are set-up in a master and slave configuration. They are kept in sync using VRRP (virtual redundant routing protocol) across a gigabit fibre backbone and have a turnaround time of less than 3 seconds should one site fail. Configuration changes made to one firewall are automatically updated on the other. The solution is terminating 17 Vlans. Dimension Data may also draw on Firewall iQ's excellent SQL based reporting features - many proprietary firewalls simply dump data to a text based log file that require costly 3rd party software in order to analyse the data.

The bandwidth management requirements were to reduce and eliminate unnecessary network traffic whilst optimally managing business critical application streams such as Siebel and SAP. This is being achieved with the feature rich Bandwidth iQ solution. Using the Real Time iQ module in conjunction with Bandwidth iQ, Dimension Data is able to report in detail down to the IP address level. The Bandwidth iQ solution is currently the only bandwidth management solution on the market capable of TRUE gigabit performance.

Today convergence, driven by the need for a holistic view and control of the network, increased efficiencies and manageability, true scalability and reduced costs is a reality and a challenge for most organisations. DiData estimate a cost saving on the physical solution of 35% and have not had to sacrifice on features or functionality. In addition to bandwidth management and firewalls DiData are using the solution to compress traffic on their UK – South Africa international transit links resulting in a doubling of achievable throughput and tens of thousands of dollars saved in bandwidth costs. They are looking to install the solution at other key sites.

**All about Opteq iQ:** Opteq International is acknowledged as an emerging leader in the rapidly evolving world of true network management. We operate according to an independent ethos, remaining inventive, flexible and progressive within a future focused industry. By designing, developing and manufacturing our own proprietary applications on unique hardware server platforms, we retain total control over the quality, performance and reliability of our products. The Opteq flagship product, Opteq iQ, is the unique customised vehicle through which we measurably impact the businesses of our customers by fully capitalising on the investment made in their network. Opteq identifies the existing barriers that prevent your organisation from realising the full potential of your network architecture. The driving idea behind Opteq iQ is to get the most out of our customer's network... to thrive in today's fast-paced, data-intensive economy where our customers depend on the corporate network to be truly responsive and secure. Opteq iQ is designed as a single solution to facilitate the three converging key deliverables of the network management world – Performance, Security and Management. Singular iQ is at the core of our solutions. All of the Opteq iQ application modules reside on, and exploit the rich functionality provided by Singular iQ. With Opteq's Singular iQ, you have all the comprehensive sets of tools and utilities available to enforce true network management within your organisation. This modular architecture fundamentally differentiates the Opteq iQ product set from its competitors and underpins Opteq's approach and philosophy towards managing network infrastructure - end-to-end management, customised for each unique installation, from one transparent solution.

For more information please visit [www.opteqint.net](http://www.opteqint.net) or email: [engage@opteqint.net](mailto:engage@opteqint.net)