

# Pearl Meyer uses Masergy Managed SD-WAN to be cloud ready and reduces costs by 15%

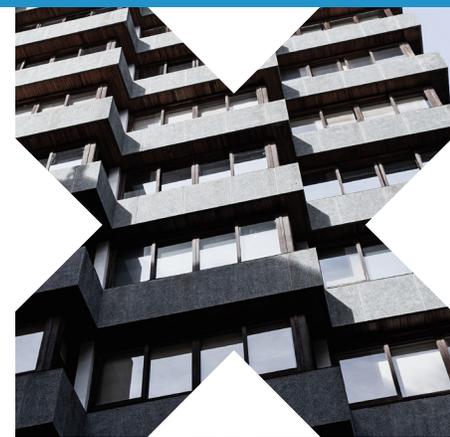
When employee compensation is typically considered an unavoidable business cost, Pearl Meyer transforms it into a catalyst for value creation. For 27+ years, Pearl Meyer consultants have been guiding enterprises in employee compensation practices, aligning payment programs with strategic business initiatives so that employees are incentivized to deliver on meaningful outcomes. But this refreshing philosophy isn't just for Pearl Meyer's clients. Executives at the company were interested in applying this same concept to their IT infrastructure. The IT leader aimed to align a new network modernization plan with the company's digital innovation strategies in order to transform IT expenditures into a competitive advantage driving improvements in cloud migration, customer experience, cybersecurity, and disaster recovery.

Pearl Meyer operates a lean IT department and faced a variety of pressing needs including:

- Updating aging WAN edge architecture
- Diversifying connectivity options for better network redundancy
- Improving application performance and security
- Freeing the network manager to focus on strategic cloud migration

## Upgraded the network with Masergy Managed SD-WAN

For more than a decade, Pearl Meyer has used Masergy's software-defined network services to connect its ten U.S. locations using private (VPLS) service. After investigating a number of SD-WAN edge equipment vendors, Pearl Meyer's team was most impressed by the security offered by Fortinet edge devices. The CIO and network manager were delighted to learn that Masergy's SD-WAN solution was not only based on Fortinet technology but was delivered as a fully managed service.



Annual savings:

# 15%

reduction in IT costs



Upgrading the Pearl Meyer network architecture, Masergy added Fortinet SD-WAN devices with next-generation firewalls including unified threat capabilities. SD-WAN now provides back-up connectivity for all offices, leveraging public broadband access where appropriate. Easing the burden of deployment and management, Masergy procured and installed all equipment and services and continues to monitor and maintain the quality of service end to end.

## A secure edge and more IT resources

Today, Pearl Meyer has upgraded its WAN edge all while freeing IT resources. The team is no longer distracted by routing and firewall management, since those tasks are now managed by Masergy. Efficiency also increased due to centralized management and on-demand bandwidth controls. Cassol can view both public and private links in real time in a single online dashboard. From the portal, he can immediately make bandwidth and configuration changes using the self-service tools, or he can call Masergy to optimize the network service for him. Best of all, security analytics and network performance data are all in the same dashboard (at no additional charge), giving Cassol a complete view of both IT domains. All in all, Masergy's Managed SD-WAN solution saved Pearl Meyer an estimated 15% annually on their network services.

## SD-WAN improves disaster recovery and the customer experience

The hybrid WAN environment with SD-WAN failover strategy infused more redundancy into the network, improving disaster recovery as well as Pearl Meyer's customer experience. When Hurricane Harvey hit Houston in 2017, flooding impacted the communications network (a different network and service provided by a large carrier) which underscored the need for a better backup plan. Today, that issue has been solved. Masergy's SD-WAN and SIP trunking capabilities provide a secondary connection for all phone traffic, and Masergy's

### Recognized results

- Reduced IT costs by 15% annually
- Freed IT resources while upgrading WAN edge architecture
- Improved disaster recovery and customer experience
- Enhanced network redundancy by diversifying network connectivity
- Reduced IT complexity while preparing for cloud migration
- Unified security posture with secure internet breakout
- Simplified routing and firewall management with SD-WAN services

software-defined network guarantees low latency and virtually no jitter. Not only are natural disasters less threatening to their IT infrastructure now, but the customer experience is more protected too, as Pearl Meyer's critical client survey platform and website deliver more uptime.

Pearl Meyer's SD-WAN investment has helped the company make marked strides in reaching goals at the highest level of the organization, demonstrating that the network and IT spend directly support digital strategies. They have more IT agility today, making the company prepared for more cloud migrations.

As executives turn their sights toward cloud communications platforms and direct connections to Amazon Web Services, they're confident that the company stands ready to continue its path in building a multi-cloud environment. Managed SD-WAN has already shown them how easy it is to layer new capabilities onto their existing software-defined network, and Masergy will be a key partner as the company takes the next steps in their digital transformation journey.

**“Masergy’s Managed SD-WAN enabled Pearl Meyer to free IT resources, increase our network performance, and lower our IT costs.” said Eric Cassol, Network Manager, Pearl Meyer**