

Success Story

Generating a \$9 Million Refresh

The Challenge

The customer, a leading financial services company based in the USA, needed to better understand the risk their network was introducing to their business units. They challenged their Network Service Provider to formulate a plan to investigate this and remediate any risk.

The Solution

In consultation with the service provider account team, Hublsoft mapped out the end customer's key business units and the segmentation of the network they relied on. This allowed the team to analyse the health of the infrastructure and identify any critical risks.

One major risk was identified within the data centre interconnect segment of their network. This network area supports information interchange between three of the end customer's vital data centres. These data centres support revenue-sensitive business units within financial institutions: Electronic Banking, Branch 4.0, and Treasury. The team identified that a core component of the interconnect was due to go legacy within two years, exposing the business to risk.

Based on this information, the account team were able to proactively remediate this risk, building a comprehensive device refresh plan, which they presented back to the customer, all within Hublsoft.

The Outcome

This insight, combined with proactive planning, allowed the account team to clearly articulate the customer's risk and present a clear action plan to mitigate the risk. As a result, they secured a \$9 Million refresh deal and saw an increase in customer engagement, including the addition of a Network Regulatory Assessment.

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“ *A lot of the time the customer would come to me and say what have you done to make yourself valuable, well now I can use Hublsoft to say here's one of the 700 examples of what our engineering team have done for you! This was what got us a massive \$9million services refresh!* ”

Service Delivery Lead - Network Service Provider