

Rapidly expanding office portfolio with cutting edge security and networking

KMC Solutions better protects its global tenants while meeting strong business demand for office space across the Philippines with rapid speed to market in end-to-end office outfitting



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Clinton Marsh, Chief Technology Officer, KMC Solutions

Customer profile



Company KMC Solutions
Industry Services & Consulting
Country Philippines
Employees 500
Website www.kmcsolutions.us

Business need

KMC Solutions needed to expand its serviced offices footprint by creating a highly secure infrastructure, ensuring PCI and HIPAA industry compliance and the delivery of IT services to a range of tenant businesses.

Solution

As part of its ongoing outfitting and upgrading of serviced office space, the company has deployed Dell OptiPlex desktops, Dell PowerEdge servers, Dell Networking switches and SonicWall NSA series next-generation firewalls.

Benefits

- Separate, secure tenant networks ensures PCI and HIPAA industry compliance
- Perimeter protection predicts and identifies attacks to secure globally based businesses
- Network management efficiencies deliver 33 percent savings
- Infrastructure deployment three times faster than industry standard
- Rapid support ensures zero downtime

Solutions at a glance

- Client Solutions
- Networking
- Network Security

KMC Solutions (KMC) is a leading outsourcing and offshoring corporate services provider in the Philippines delivering cost-effective and comprehensive solutions to foreign companies. As a one-stop shop for individuals and companies starting a business in the Philippines, KMC Solutions, together with sister companies, KMC MAG Group and Kittelson & Carpo, provides a fully integrated service delivery model.

“Prior to our currently deployed model, we used several unmanaged devices to deliver connectivity to our offices. Investing in managed network infrastructure has definitely improved visibility and uptime. As a result of running a consistent serviced network model with high availability we’ve reduced network management costs by 33 percent.”

Clinton Marsh, Chief Technology Officer, KMC Solutions

With high demand across multiple business sectors in the Philippines, the company is rapidly expanding its serviced office footprint, and a robust IT infrastructure has become the backbone to sustaining the quality of its client service delivery.

KMC currently manages seven serviced office locations in the Philippines, providing tenancy for companies primarily engaged in call center and back office operations. While initially providing commercial and residential real estate for expatriates moving to the Philippines through the KMC MAG Group, the demand by its tenants for IT services and support led to the establishment of KMC Solutions in 2009 to assist businesses in successfully transitioning and establishing operations in the country.

Clinton Marsh, Chief Technology Officer, KMC Solutions, says, “The IT services we now provide for our tenants include the entire range of solutions, from serviced offices, guest Wi-Fi and dedicated bandwidth, to desktop services, voice services and IP phone sets, and internal and perimeter unified threat management for security.”

KMC began its relationship with Dell several years ago when it outfitted a new serviced office space in Manila. “A couple of years ago the company was still in its infancy with less densely networked offices, and as we grew we faced issues with the limitations of having low-end gear that included unmanaged switches, as well as different make and models that were incompatible. We wanted a more robust and standardized platform that could be quickly deployed and then

flexibly managed across all of our site locations,” says Marsh.

Expands portfolio on secure, standardized platform

The organization has continued its relationship with Dell as it retrofits existing tenant sites and expands its serviced office portfolio. To further strengthen its network, improve client services and grow its internal IT capabilities, KMC has steadily expanded its existing IT infrastructure in each serviced office on a platform featuring Dell OptiPlex workstations, connected to KMC’s data center running Dell PowerEdge servers, Dell Networking switches, and

Products & Services

Services

Dell Support Services

– Dell ProSupport with Mission Critical 4-Hour Onsite Response

Hardware

Dell OptiPlex 3020 desktops

SonicWall NSA 3600 Series firewalls

SonicWall Analyzer

Dell SonicPoints

Dell Networking 3024 switches

Dell PowerEdge R620 and R420 servers

Software

Dell KACE Systems Management Appliances

SonicWall next-generation firewalls. "Standardizing on Dell has gone a long way in generating efficiencies in both the management of interfaces as well as in the deployment of hardware to each office space. Moving to a consistent architecture provides us with the ability to push consistent images to similar hardware, which definitely saves time," says Marsh.

Meeting tenancy demands for separate, secure networks

With increased demand and rapid uptake of new tenancies, the organization's commercial sites and requirements have scaled, and to meet this demand, KMC continues to upgrade its systems. Core priorities for the company include guaranteed uptime, automatic failover to the company's secondary disaster recovery site, as well as deploying new technologies to improve the organization's management of threats to the network. "We need the capability to segment and separate our tenants' networks to provide both security and ensure PCI and HIPAA industry compliance. Many of our customers take credit cards over the phone, and then enter credit cards into their systems, and we have a lot of remote connections into our network. This means that the need to encrypt our tenants' data and keep it secure is more important than ever," says Marsh.

To ensure compliance and mitigate the risk of external attacks, the company turned to SonicWall for network security due to its reputation and the price-performance advantage delivered to the company. "SonicWall provides a well-rounded suite of solutions that can support all of our needs—from rapid site-to-site VPN builds and remote client connectivity, to giving us the capability to segment the networks," says Marsh. "The use of industry standard protocols and interoperability between the SonicWall firewalls and Dell switches means we aren't faced with incompatibilities that add to the complexity and burden of IT management," says Marsh.

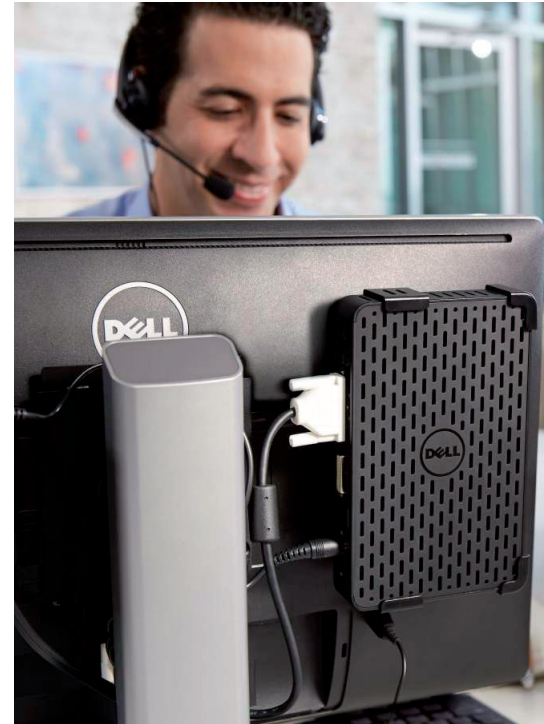
Despite the increasing number of globally based businesses choosing to operate from KMC's serviced offices, and each with their own set of complex IT demands, KMC has grown its capabilities in managing and protecting its tenants' networks. "The perimeter protection provided by SonicWall helps identify when potential attacks are coming in, whether it be voice over IP, toll fraud, or through the tenant's mail services. SonicWall delivers extremely good protection and reporting to tell us exactly what is happening," says Marsh. Having robust network security in place means KMC can focus on supporting new technology and the mobile computing initiatives of its tenants. Dell SonicPoints provides high-speed wireless access for mobile users, enabling both internal and guest users the flexibility to connect their devices via Wi-Fi.

Infrastructure deployment three times faster than industry standard

Where many organizations spend six months or more planning and deploying new infrastructure, KMC has reduced its lead time to two months, ensuring this speed to market captures immediate demand for office space and consistently meets its tenants' deadline for their first day of business. Marsh says, "In working with Dell on delivering high-availability network infrastructure, our team now has the capability to deploy 400 desktops within a single day. That's effectively delivering planning and deployment three times faster than other BPO organizations. Most recently, one of our projects involving 2,000 square meters of office space was constructed and delivered to meet a go-live date of 45 days."

Network management efficiencies deliver 33 percent savings

Overall KMC's approach to network management has led to significant savings in costs and management time, which enables the company to place greater focus on both continued expansion and ongoing technology enhancements to its serviced office portfolio. "Prior to our



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Delivering flexibility and performance to serviced offices

In assessing the infrastructure needs of each of its tenants, the company has found that Dell OptiPlex desktops provide the flexibility to meet the range of specification requests for each type of business. “We selected the OptiPlex desktops for our offices due to its capabilities and the optimal price performance ratio we can provide our tenants. Dell is a quality brand and our customers feel confident with the infrastructure we provide them,” says Marsh.

Continued technology enhancements improve service delivery

The company has plans to deliver further enhancements to the network and tenant communications through the use of SonicWall Analyzer. Marsh says, “Communication is a core need of every tenant in the call center industry and the quality of audio available in each space is critical to our tenants servicing their customers effectively. With Analyzer we expect to gain even greater insight and visibility into our network performance through having access to granular level data and real-time reporting that helps

to improve our troubleshooting capabilities.” In continuing its focus on implementing advanced management tool and reducing complexity across its locations, Marsh and his team are currently reviewing the return on investment delivered by deploying Dell KACE appliances for hardware and asset inventory, disk imaging, patch deployment and the service desk.

Rapid support ensures zero downtime

With the pressures of running a high-availability environment for multiple businesses, Marsh prefers to work directly with hardware and software manufacturers, and have the assurance of rapid support when it is needed. “Because we are managing the IT for our tenants’ businesses and we cannot afford downtime, we opted for Dell ProSupport with Mission Critical 4-Hour Onsite Response. The support level provided by Dell has been outstanding because we get expert answers delivered rapidly over the phone with the first person that you talk to,” says Marsh.

It is this level of support that is helping the company with the development of its expansion plans in the Philippines. Marsh says, “We’ve found that the local Dell team work tirelessly to make sure we get quality answers to any questions we have. Dell has done a great job in making sure we get the resources we need in a timely fashion.”

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