

Muscular Dystrophy Association

The Muscular Dystrophy Association (MDA) combats neuromuscular diseases through programs of worldwide research, comprehensive medical and community services, and far-reaching professional and public health education. With national headquarters in Tucson, MDA has more than 200 offices across the country, sponsors 225 hospital-affiliated clinics and supports nearly 400 research projects around the world.

The Situation

One unique aspect of providing network services to global non-profits is that those networks have all the complex requirements of a for-profit company yet must be installed, managed, and maintained on a not-for-profit budget. For this reason many non-profits and charities are acquiring services from managed services providers, who can effectively provide complete project management and on-going oversight of the network, freeing up staff for more strategic endeavors.

Virtela has a growing reputation among non-profits as a company that can deliver and manage global network and security services at a cost considerably less than that of its competitors. Because of Virtela's unique network, the Global Service FabricSM, non-profits can receive the world's most stringent service level agreements for performance. The Virtela model utilizes the world's top networks providing lower cost and higher performance for its customers.

As one of the world's premier charitable organizations, MDA found that its rapid growth meant that it was quickly outgrowing its data and Internet infrastructure. Furthermore, the association believed that its incumbent carrier was not delivering solutions quickly enough to meet the rising demand for a distributed network computing environment. Billing errors were common and support for problem resolution was deteriorating.

MDA had also identified key applications that were crucial to the continued success of the association but were unavailable to the field offices because of inadequate network capabilities. MDA required email, accounting, and other services to be standardized throughout the organization but wanted a network that was secure enough to facilitate classified information. A virtual private network service that leveraged broadband capabilities seemed the ideal solution and the association set about finding a provider who could meet these needs worldwide.



Industry Focus

Among the world's best-known charitable organizations

Size

1,000 users
300 locations throughout U.S.

Challenges

Migrate field offices from dial-up Internet service to broadband VPN solution for critical application access

Solution

Virtela Managed Broadband VPN

Bottom Line

Virtela provided superior service and considerable cost reduction in MDA's deployment of a "for profit" quality VPN network

"Virtela expressed a willingness to tailor their product to meet our needs and a work-ethic that we felt would be vital in order to successfully roll-out our network solution."

-Rod Brandon, Director of IT, MDA

Virtela Solution

Virtela's winning solution for MDA consisted of a national network built on broadband access and VPN security. Utilizing the award-winning Global Service Fabric network and leveraging the company's complete, one-stop service for installation, management and problem resolution, MDA was able to achieve its stated objective in delivering more services and support to its field offices while significantly reducing the management costs for running a state-of-the-art, secure VPN network.

Leveraging its unique Global Service Fabric, along with the company's unmatched experience in managing over 200 vendor partner relationships, Virtela was able to meet the key requirements of MDA:

<p>Increase Capacity at Field Offices While Reducing Cost</p>	<p>Virtela provided MDA a fully-managed VPN service with customized "out-tasking" that reduced MDA's cost by having Virtela network-based hardware as part of the monthly fee, but provided MDA the ability to co-manage portion of that hardware on an "as needed" basis. Virtela was able to provide cost efficient broadband access to each MDA location.</p>
<p>Provide Flexibility in Design by Integrating Site-to-Site and Remote Access Users</p>	<p>Virtela's solution for MDA included migrating former dial-up locations to a broadband VPN solution while still allowing certain users to use the remote access platform integrated into a single management structure.</p>
<p>Complete End-to-End Installation, Management, and Monitoring</p>	<p>The MDA management team wanted freedom from managing multiple CPE, access, and transport vendors. Virtela's "one-stop-shop" provided MDA one partner to work with for every aspect of the network.</p>

The Bottom Line

An intense focus on customer requirements and a unique scalable approach to designing and implementing IP VPN solutions enabled Virtela to provide MDA with an IP VPN that is ideally suited to the demands of a well-known, national not-for-profit organization. Virtela was able to achieve the implementation of a state-of-the-art VPN, increase bandwidth to every location, yet provide significant savings to MDA in the deployment and on-going management of that network.

Due to a focus on this industry vertical, Virtela understands the networking and application needs of the large non-profit association. Be it connectivity to international locations, flexible yet simple remote access or disaster recovery plans to ensure ongoing critical customer interactions—Virtela can help.

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.