

## Pitney Bowes

Pitney Bowes is a mainstream technology company that helps organizations manage the flow of information, mail, documents and packages. Our 33,000 employees deliver technology, service and innovation to more than two million customers worldwide. The company was founded in 1920 and annual revenues now total \$5.9 billion.

### The Situation

With Pitney Bowes' steady growth to industry dominance in the mail and document management market came the need to extend the internal I.T. applications that fueled the U.S. offices to the Pitney Bowes offices overseas. Pitney Bowes had been experiencing outstanding growth in Asia, but had many branch offices without a solution for connecting to the corporate I.T. network. Those branch offices were dependent upon dial-up connectivity to the Internet and could not avail themselves of such critical corporate applications such as Siebel, SAP, and Lotus Notes. In addition, the Pitney Bowes management team was keen to extend the company's online training program to its Asia-based employees.

The goal for solving this networking challenge: have all applications that reside in the Stamford, Connecticut headquarters of Pitney Bowes operate identically anywhere in the world. This would require a new Asia network for Pitney Bowes, and one that increased bandwidth but did not also increase cost. The company wanted a state-of-the-art VPN network that operated seamlessly, anywhere in the world.

Among the choices in architecture that Pitney Bowes made was a decision to leverage international DSL as a way to facilitate connectivity to these applications in the Asia branch offices. The company began a thorough evaluation of international carriers who could facilitate a DSL-based VPN from offices in Australia, China, Hong Kong, Japan, South Korea, and Thailand. Pitney Bowes required that the network have high availability, low latency, a single point of contact for all support, and that all billing be in U.S. currency, regardless of location.

After extensive evaluation, Pitney Bowes selected Virtela as its Asia VPN service provider. The company concluded that Virtela best met the complex requirements of having multiple DSL providers in multiple countries facilitating a VPN that stretched the length of the Pacific Rim, all integrated into one seamless network for billing, order entry, installation, and network management.

*"We evaluated all the major global service providers and Virtela met our exhaustive requirements. Virtela uniquely gives us a single face for all network implementation and management across our Asia-Pacific countries, with a flexible broadband network solution that delivers greater reach, performance and savings."*

*-Mike Reynolds, Pitney Bowes*

 **Pitney Bowes**

#### Industry Focus

World's Leading Mail and Document Management Company

#### Size

33,000 employees located throughout the world

#### Challenges

Connect Asia locations to critical applications residing in the U.S.

#### Solution

Virtela Managed IP VPN

#### Bottom Line

Virtela delivered a managed VPN solution for Pitney Bowes' Asian offices that utilized Virtela's unmatched reach in international DSL, its Industry-leading Service Level Agreements, and its world-class customer support in Denver, Mumbai and Manila.

## Virtela Solution

The Virtela solution for Pitney Bowes' Asian branch offices utilizes Virtela's industry-leading reach with DSL access to create a seamless Managed IP VPN service for bringing critical business applications to the Pitney Bowes personnel in six different Asian countries. Because Virtela has an intelligent, overlay multi-carrier backbone network that uses best path routing, Virtela is able to optimize Pitney Bowes' traffic across multiple backbones for best performance and availability. Virtela's online customer portal called VirtelaView™ provides real-time traffic information from every location, as well as integrated, single-pay billing, order entry, and trouble ticket entry and tracking capabilities. Lastly, the Virtela Network Operations Centers in Denver, Colorado; Mumbai, India and Manila, Philippines are providing round-the-clock support to Pitney Bowes.

According to Pitney Bowes, Virtela provided these key solutions to the company's challenges for a pan-Asian IP VPN:

<p>Create an IP VPN using DSL in Australia, Hong Kong, China, South Korea, Japan, and Thailand</p>	<p>Virtela maintains the industry's largest footprint for international DSL, reaching over 150 countries worldwide. In addition to installation and provisioning, Virtela also provides round-the-clock monitoring from its network operations centers in Denver, Mumbai and Manila</p>
<p>Provide the Most Stringent Service Level Agreements for Availability, Latency, Jitter, and Packet Loss</p>	<p>Virtela's standard U.S. service level agreements include:</p> <ul style="list-style-type: none"> <li>• &lt;70 ms of Latency within the U.S.</li> <li>• &lt;250ms of Latency Worldwide</li> <li>• 0.1% Packet Loss</li> <li>• 100% Availability</li> <li>• .01% Jitter</li> </ul>
<p>Increase Bandwidth While Not Increasing Overall Operating Costs</p>	<p>Because Virtela can provide full installation service, network management around the world, and offers the greatest choice in access from DSL to DS-3 and above, Virtela's solutions for Pitney Bowes were tailored to meet the company's needs for both performance and price.</p>

## The Bottom Line

Companies such as Pitney Bowes became industry leaders through their ability to leverage the best solutions at the best prices. Virtela's unique business model that's technology-, vendor- and carrier-independent; intelligent overlay multi-carrier backbone; and ability to provide personalized solutions gave Pitney Bowes the opportunity to achieve both goals: increase productivity and reduce costs.

Virtela's Managed IP VPN service allowed Pitney Bowes' Asian customers to access critical applications and training, while also offering the company the industry's most competitive pricing and service level agreements.

## Who We Are

Virtela Technology Services Incorporated is the world's largest independent managed network, security and cloud services company. Virtela offers an award-winning suite of services - including MPLS and IP-based Virtual Private Networks (VPNs), security, application acceleration, mobile device management, and IT infrastructure management - to mid-market and Fortune 500 customers around the world. Virtela offers unparalleled geographic reach to more than 190 countries through its partnerships with more than 500 carriers. Virtela is headquartered in Denver, Colorado, with globally distributed Network Operations Centers in the U.S., India and the Philippines. For more information, please call +1 (720) 475-4000 or visit [www.virtela.net](http://www.virtela.net).