

Pixelworks

Pixelworks is a leading provider of system-on-chip ICs for the advanced display industry. Pixelworks' solutions provide the intelligence for advanced televisions, multimedia projectors and flat panel monitors by processing and optimizing video and computer graphics signals to produce high quality images.

Pixelworks' solutions are used by the world's leading manufacturers of consumer electronics and computer displays to enhance image quality and ease of use of their products. Customers include Dell, InFocus, Hewlett-Packard, and Sony.

The Situation

Pixelworks represents a new breed of company who leverages strengths of every country and culture to create a flexible engine of growth for the development and marketing of their products. With that new global approach comes the inherent need for a reliable and high performance network to allow the various locations around the world to effectively communicate.

Since critical departments are locations on the other side of the world, Pixelworks was looking for a fully managed, fully redundant network that is able to significantly improved network performance and reliability over previously used service provider solutions. In addition to the fundamental application of the network, Pixelworks was also looking forward to be able to leverage the same infrastructure for next generation applications such as VoIP or even Video.

The complete comprehensive network environment presented a challenge and required the following criteria:

- A solution that provided a high performance and dedicated bandwidth network in and out of China, one of the world's most challenging telecom markets
- Match bandwidth requirements to specific need of the offices, from DSL to E1
- Realize savings over traditional networking solutions
- Provide a fully managed environment to reduce Pixelworks involvement in the day-to-day management
- Very tight implementation deadlines for remote locations
- Single bill for the comprehensive services



Industry Focus

Leading provider of system-on-chip ICs for the advanced display industry

Size

349 Employees
 HQ located in Tualatin, Oregon with offices in California, Canada, Taiwan, China, Japan, and Korea

Challenges

Leverage an internationally focused managed network solution to provide their locations around the world with efficient and reliable performance, especially in China

Solution

Virtela Managed MPLS and Managed VPN service

Bottom Line

Fully managed global network with high performance bandwidth delivered under tight implementation time frames. Increased performance in China with less than 250 milliseconds latency, less than 1% packet loss, and less than 5ms of jitter to the West Coast in the U.S.

"The simplicity of Virtela's managed service approach, their accommodating attitude during the troubleshooting and setup phase and the consistency and redundancy of the solution, were all very attractive aspects for us. Virtela has proven to be a good balance of flexibility, responsiveness, and consistency. All traits that will serve us well if we expand further into Asia-Pac."

- James Levis, IT Director, Pixelworks

Virtela Solution

Virtela's relationships with hundreds of access vendors and its intelligent, overlay multi-carrier MPLS backbone allowed Virtela to aggregate and integrate the best access and backbone infrastructures around the world into its Managed VPN service for Pixelworks. Virtela designed and implemented a global network to meet Pixelworks' needs:

Provide high performance network linking locations around the globe	By leveraging its award-winning network design, Virtela was able to deliver unparalleled performance of less than 250 milliseconds latency, less than 1% packet loss, and less than 5ms of jitter from the West Coast of the US to China.
Provide bandwidth requirements to meet office needs	Virtela's ability to leverage a range of access types allowing Pixelworks to select primary connections with dynamic DSL back-up links in China and Taiwan.
Delivered network access under tight deadlines	Virtela delivered circuits within 45 days as opposed to the more common three- to six-month turn-up for traditional U.S.-based carriers.
Fully managed solution with insight	Virtela's Managed VPN service allows Pixelworks to focus on running their business. At the same time, VirtelaView™, Virtela's Web-based portal, provides Pixelworks with real-time visibility and statistics on their network environment.

The Bottom Line

Virtela discussed the requirements with Pixelworks in detail and designed, implemented and delivered a complete Private VPN network solution to meet Pixelworks high standards. The Pixelworks network includes primary E1 and T1 connections with dynamic DSL back-up links. Even with the completely redundant design of the network, Pixelworks is saving significantly on its monthly network costs over traditional network solutions such as Frame Relay or Private Line. A dedicated project manager handled the process from end-to-end, from provisioning and monitoring to integrated billing and support.

Results:

- Virtela's unique multi-carrier routing cuts China-U.S. network latency in half (<250ms)
- Expert carrier management via Virtela's multilingual 24x7 Network Operations Center
- Fully redundant network delivered at 50% savings over legacy network solutions

Pixelworks network solution is one example of Virtela's capability to leverage its global network and industry experience to deliver a targeted solution to meet a customer's very specific need.

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.