

IT INFRASTRUCTURE SERVICES

- Enterprise networking
- Data center design and implementation services
- Integrated communications and collaboration
- Remote network security monitoring and management
- Hardware and software support
- Project management

Results

- **Designed & implemented two primary and disaster recovery data centers** to consolidate multiple facilities, provide business continuity, and increase agility and scalability
- **Reduced IT operating costs 30%** through data center consolidation of multiple data centers into one facility
- **Reduced telecom costs 50%** through implementation of advanced communications and collaboration technology
- **Improved availability, reliability and security**, including 24/7 network security monitoring and management

Client Profile

The client is the second largest independent financial advisor network in the United States, supporting over 9,500 independent financial professionals, and is a leading provider of retail investment services to more than 600 financial institutions.

Pomeroy began working with the client in 2013 ("*Financial Services Perfect Storm*") to provide infrastructure remediation services and remote monitoring and management of its voice and data networks upon which multiple call centers and thousands of end-users and clients depend every day.

The Challenge

The client, comprised of six different companies, had been acquired recently as part of a broader series of acquisitions. These entities were supported by multiple call centers with legacy, siloed IT infrastructures, geographically dispersed data centers, incompatible call center applications, and disparate telephone systems, 800 numbers and telco contracts – making integrated infrastructure support, communications, collaboration and disaster recovery all but impossible.

In addition to a need for a shared voice and communications infrastructure, a consolidated data center would allow each business to maintain separate physical databases while enabling cross-company access to shared data.

At the same time over two dozen broker-distributor acquisitions were under active evaluation and it was critical to quickly seize upon operational synergies and efficiencies, establish business continuity, and assure IT agility and scalability going forward.

While infrastructure integration, standardization and consolidation were top priorities, leadership's greatest concern was the sheer complexity of the task ahead.

Pomeroy was selected to manage the project based upon its previous emergency remediation and restoration of the client's voice and data networks, and assumption of infrastructure monitoring and management.

The Solution

Pomeroy designed and implemented two identical, 14-cabinet primary and disaster recovery data centers, and voice, data and communications networks, providing high levels of data redundancy and multiple tiers of power and environmental fault tolerance.

- Performed network, voice and data assessments for six businesses in 11 locations to gather current environment data needed to scope, size and scale the new data centers
- Installed and configured a Cisco ASA-5585 firewall in each data center to provide consolidated firewall services for internet, SSL VPN and IPSec tunnel connectivity
- Installed and configured Cisco Firepower services on MPLS and internet firewalls to provide application level IPS/IDS capabilities (intrusion protection and detection services) for the MPLS cloud in each context, and for internet traffic, respectively
- Configured multiple Virtual Domains (virtual switches) to provide each company a separate internal network with discrete separation of company data traffic in conjunction with a shared, cross-company network for common data center and unified communications functions
- Deployed a unified communications solution with shared call manager to support discrete utilization by individual companies, while managed as a single system with shared resources – collaboration and presence, call center information, reporting and shared databases, and telecom expense management
- Architected the network to provide high video traffic quality and redundant internet access with dual WAN carrier presence at each location
- Providing 24/7 network security monitoring and management, including security threat management, event analysis, threat identification and remediation, and log data management from operating systems, network devices and applications

The Results

- **Designed and implemented two primary and disaster recovery data centers** to consolidate multiple facilities, provide business continuity, and increase agility and scalability to quickly integrate future acquisitions
- **Reduced IT operating costs 30%** through consolidation of multiple data centers into one facility
- **Reduced telecom costs 50%** through implementation of advanced communications and collaboration technology
- **Improved availability, reliability and security**, including 24/7 network security monitoring and management

The Value

The client business model is dynamic and dependent upon agile, seamless integration of strategic acquisitions.

Pomeroy designed and implemented an agile, scalable infrastructure that enables future growth and meets the day to day needs of a rapidly expanding end-user and customer base through improved availability, reliability and security.