SD-WAN: Early Adopters Share Lessons Learned
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Corporate Overview

- Specializes in customer services, technical support, call center, debt collection and social media
- Founded in 1978
- Headquarters in Paris, France
- Talari Customer since 2011
Alarm Deployment

- **Topology**
  - MPLS networks with multiple carriers
  - Call centers have access to two or more MPLS networks

- **Key Use Case**
  - Voice traffic (VoIP) transport over MPLS
Challenges

• Delivering service continuity
• Ability to deliver tiered services
• Unable to concurrently use all WAN links at a call center (active-active)
Solution

• Deploy Talari appliances in key locations
• Enable packet duplication and intelligent load-balancing
• Offer tiered service (platinum, gold, silver)
Benefits & ROI

• Uninterrupted calls even with circuit failure or degradation
• Improved customer satisfaction
• Concurrent use of all WAN links
Talari: Creating a Better Way to WAN Since 2008

- 200+ Customers
- 3,500 SD-WAN sites
- 41 Countries

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