

ZEROOUTAGES CASE STUDY

NextWeb Wireless – WISP Services

NEED REDUNDANCY? When a top wireless provider decided on a network redundancy solution for their customers, they chose ZeroOutages to ensure their customers stayed up and running 24/7/365, and saw added value through link load balancing.

“Go with the company that services Fortune 500 organizations, NextWeb Wireless, who selected the ZO solution when it was determined that network reliability was critical for their customers operations. Any wireless service provider should look into offering a ZO solution to their customers.”

Project Overview

The Needs

Guarantee over 99.999% uptime and ensure that in the event of an outage end-users have no significant perception that an outage has occurred.

The Solution

Deployment of the ZO switching solution.

The Results

Failover works as required and the unit has delivered greater value through application routing. Best of all, unlike other BGP-based solutions we are able to have both redundancy and network load balancing, which speeds up mission critical applications.

*XRoads Networks delivers **over 99.999% uptime** for wireless provider customers.*

About This Customer

A wireless Internet service provider that provides services to some of America's top businesses. NextWeb provides Internet access and other data services to companies throughout the state of California.

The Challenge

NextWeb looked at a large number of solutions which could deliver the continuous uptime they needed to support their customers day-to-day network operations, including BGP (Border Gateway Protocol). After an extensive evaluation they chose the ZO platform to mitigate the potential losses that could be incurred through a network failure event for their customer.

The Solution

The ZO platform not only solved the failover issue, similar to how BGP works, but also included full network load balancing, which BGP does not offer, and due to the elegant nature of the technology, installation was simple and inexpensive (the exact opposite of a BGP deployment).

Soon after the installation, a network outage event occurred and the ZO switch performed brilliantly. Within seconds the customers entire network had been switched over to the NextWeb wireless link with no perceived trouble by end-users. This capability easily saves Nextweb customers on the order of \$2000-4000/hr. during an outage event, and increases throughput and application responsiveness during normal operating conditions. The ROI speaks for itself.

“As the nations leading fixed wireless service provider, NextWeb has found that more and more mid-sized businesses are requiring path diversity and network redundancy as part of their overall business continuity strategy. The ZO solution provides our customers with a simple and cost effective redundancy solution.”

David Williams – Network Administrator, NextWeb Wireless