

Security specialist McAfee chooses fast and reliable managed voice and data access

Customer name

McAfee

Industry

Security Technology

Location

Belgium

Business opportunity

- Fully tailored, modular solution designed to fit McAfee's specific business requirements
- Simplified network management and reduced costs by adopting a flexible modular approach to communications from a single service provider
- Prioritising voice and data network traffic for more effective management of employees' day-to-day tasks

Solution

- Business critical, single circuit voice and data services
- A simple, comprehensive turnkey, yet fully customisable, solution at an attractive price

Supporting products and services

- Colt Smart Office

Business results

- A flexible and modular solution that perfectly fits McAfee's needs
- The ease of use and single point of contact have resulted in greater simplicity
- The fast installation guaranteed a smooth transition and quick set up
- Because of its modularity, Smart Office allows McAfee to stay flexible with the option to easily upgrade and add new services and features if required in the future

Colt Smart Office provides McAfee with a fully tailored, flexible modular suite of communication services

Profile and marketplace

McAfee, the world's largest dedicated security technology company, offers its software security services to both businesses and home users throughout the world. Founded in 1989, the company quickly became a key player in the worldwide security market. It delivers proactive, proven solutions and services that help secure systems, networks, and mobile devices around the world, allowing users to safely connect to the internet and browse and shop on the web more securely. It is vital for its market leadership that it has in place a secure, effective, reliable communications infrastructure to enable it to maintain the highest levels of customer service.

Business opportunity

As a major player in the global software security market, McAfee needed a new voice and data access solution for its Belgian headquarters in Brussels (Diegem) to support the work of its local team and help its 17 employees to work more efficiently.

Given the importance of these services to the smooth running of its head office, McAfee needed a solution that could be set up as quickly as possible to ensure levels of service were maintained.

In addition, McAfee wanted to rationalise the provision of its communications services to simplify management and decrease costs by moving to a single service provider for both voice and data access.

Colt solution

After analysing the available options, McAfee opted for the Smart Office solution from Colt. The Smart Office suite of services combines simplicity, reliability and speed of installation, while delivering the business critical services required by the company. The flexibility offered by Smart Office enabled McAfee to turn to Colt as a single source of network provision, from day to day connectivity and voice access to internet and data access solutions, all from a single provider. In addition, Smart Office also includes a suite of managed services including managed email (including email security), managed firewall (including 24/7 expert management) and managed storage that will give McAfee the option of having Colt take on the management of these services in the future if it chooses.





// Although we initially chose Colt because of its international reputation, it was its ability to offer us a turnkey solution that met our priorities that convinced us to adopt Smart Office. What's more, we are reassured by the certainty that we would have the flexibility of accessing other Colt services in the future, as our needs evolve. //

Thierry Swaenepoel,
IT Manager
McAfee

// This solution enabled us to quickly get set up with voice and data access without having to worry about the installation. From the start of our collaboration, Colt took care to respect our key requirement of quick implementation //

Thierry Swaenepoel, IT Manager
at McAfee

Colt used a single access circuit for both voice and data, which enabled a very fast installation timeframe of between 20 and 25 working days, saving McAfee an estimated 5 to 10 working days. The intelligent router that forms part of the Smart Office solution enables McAfee to benefit from the use of a single circuit, without having to compromise on quality of service through its ability to give priority information precedence when necessary. For McAfee, the ability for its customers to reach its team by telephone is key to offering an efficient service. Therefore it was essential for McAfee's telephone communications to maintain their quality and take priority over the sending and receiving of data over the network. When there is a conflict, data is held in a queue for a few milliseconds, without compromising its quality, until the required network capacity becomes available.

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Thierry Swaenepoel, IT Manager at
McAfee

Results

Colt Smart Office provided McAfee with a flexible and modular solution that perfectly fits the company's needs. The easy to use Smart Office solution and single point of contact have resulted in greater simplicity, with McAfee having to rely on only one partner and one circuit for both voice and data services.

In addition, the fast installation of Smart Office guaranteed McAfee a smooth transition and quick set up. As a result, McAfee now has a single circuit voice and data service in place that it can trust to provide the highest standards of resilience based on the latest state of the art technologies. Not only has this removed the management headache of having to work on different circuits for voice and data, it also allows greater flexibility when considering any future requirements or expansion. Because Smart Office is modular, Colt can tailor the precise solution to meet McAfee's changing needs at any time.

With the further flexibility to upgrade and add or remove modular services to handle any future requirements, Colt's Information Delivery Platform has provided McAfee with a completely modular, fully tailored solution.

For more information

To find out more about Colt, go to:
www.colt.net