

# Global reach through Global MPLS within the financial services industry



## Customer Profile

Multinational financial services corporation; with 9 global branches extended across GCC and MENA regions, and business operations managed from Bahrain.

## Customer Requirements

- One-stop-shop for complete global reachability.
- Visibility on network performance.
- 24 x 7 proactive support.

## Business Results

With the quality and high availability of stc Global MPLS network, customer was able to implement cutting-edge financial technologies, which require low latency. Providing exciting end customer experience that is aligned with their brand image.

## Challenges

Extend global reachability to cover 9 locations, across 7 countries and 2 continents, through Tier 1 international partners, with reliable and highly-available connectivity, to maintain business productivity.

## Customer Benefits

Reduced global network overheads and complexity, increases the productivity and enhances the performance as it allows IT staff to focus on their core business, rather than spending time in maintaining global connectivity or solving WAN issues.

## stc Solution

Under a single contract, stc managed to provide the customer with Global MPLS connectivity, that blends consistent performance, flexibility, and enterprise-grade service, along with end-to-end SLA, which includes the local last miles for the global branches.

In addition, customer was provided with access to stc Real-time Portal, which is an easy-to-use, online tool that provides comprehensive network monitoring and increased network transparency, at no additional cost.

Backed with a full 365 days, 24 x 7 NOC, providing proactive support, customer receives the needed support to resolve any issue quickly, without waiting on the phone for updates.