

# CASE STUDY

CSTORE

RETAIL

RESTAURANT

FINANCIAL

HEALTHCARE



*“Cybera reduced the amount of time to get connectivity to our customer sites, provided EPL with one contract, and delivered a turnkey private network solution from one provider.”*

*- Larry Linville  
Vice President of Networks*

***The key was finding the right networking partner to support a converged network.***

## OVERVIEW

EPL provides back-end software and data center services for nearly 100 credit unions nationwide. Network bandwidth became a concern when EPL transitioned to an ASP delivery model supporting all primary credit union functions, including processing, ATMs, and home banking for credit union customers.

## LAST-MILE NIGHTMARES

EPL Inc. Vice President of Networks Larry Linville can tell stories about last-mile connectivity nightmares.

Initially, EPL attempted to have each credit union customer establish its own last-mile broadband connection. This proved to be a logistical headache. The credit union customers were unable to manage the process. In fact, in their eyes, they had hired EPL to manage it for them. To make matters worse, when EPL tech support tried to intervene, the telco providers would refuse to work with them because EPL was not customer of record.

## A TURN-KEY PROVIDER

“EPL is a turnkey provider,” Linville said. “Our customers look to us to fix everything and deliver a total solution. EPL has to choose partners who make us look good and who provide the best service possible to the end user because the service provided by our partners is a reflection on us.”

## THE RIGHT PARTNER

Linville said SmartNetwork has freed people and resources for other IT department priorities. “Most importantly, Cybera is able to match EPL’s uptime and performance guarantees, which is very important to us,” said Linville.



## Company Name: EPL

### Key Requirements:

EPL made a strategic business decision to bundle networking with their services package as part of a turnkey solution.

Having control of the network was critical because EPL planned to include voice services and video-based training in a future release of its i-POWER application suite. The key was finding the right networking partner to support a converged network.

### Solution:

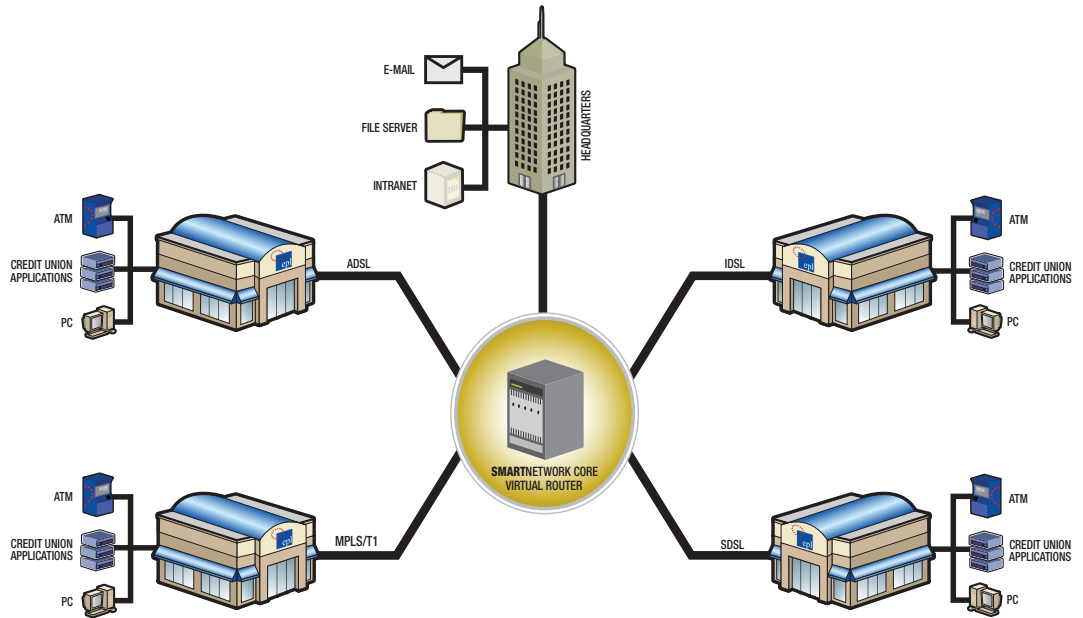
At first, Linville was convinced that the best solution was to design a virtual private network (VPN) using the Internet. Because of security concerns, he obtained National Credit Union Administration approval and then began shopping the market. That’s when he learned about Cybera.

What tipped EPL’s decision in Cybera’s favor was that SmartNetwork was a true managed service, which freed EPL to concentrate on software development and support, while Cybera managed the network and all customer last-mile connections.

“SmartNetwork worked from the initial rollout and it snowballed from there,” said Linville. “My technical staff told me that we should never, ever consider another WAN vendor. In fact, they specifically said, ‘Please don’t ever take Cybera away.’”



## SMARTNETWORK ARCHITECTURE



*"We could not find anyone who does exactly what Cybera does...for years we did it all on our own. We transitioned to Cybera because they provided a true managed service allowing us to focus on our product offering."*

*- Larry Linville  
Vice President of Networks*

## TECHNICAL DETAILS

### Customized Network Design Equipment and Carriers

- Netopia, Cisco, Efficient, Covad, AT&T

### Interlata Transport Technologies

- Private ATM PVC for DSL and MPLS/T1

### IP Functionality

- Standard Static Routing for efficiency and clean troubleshooting on remote locations
- RFC 1918 Private IP Addressing
- Disaster Recovery at host for full-time availability

### Management Protocols

- Telnet, ICMP, SNMP, Syslog

### Application Support

- Credit Union Applications
- Back-end Software Data Center Services
- Processing of ATMs, Home Banking, and Credit Union Customer's Transactions

### Implementation

#### Network Migration

- CPE installations managed and executed based on EPL requirements
- IP schema preserved to prevent re-numbering of existing LAN's

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