

Global Network Security Company Centralizes Communications and Increases Productivity with Zultys

Guided by its vision of Dynamic Security for the Global Network, SonicWALL® develops advanced intelligent network security and data protection solutions that adapt as organizations and threats evolve. Headquartered in San Jose, Calif., with offices in Shanghai, Bangalore and Taiwan, SonicWALL's award-winning product lines include Next-Generation Firewall, Secure Remote Access, Email Security, Backup and Recovery, and Management and Reporting.



Challenge/Need

- A solution that would standardize and centralize communications across four global locations
- Integrate new solution with existing system
- Simple to administer and able to support frequent testing
- Reduce costs by saving on phone bills and operations costs

Solution

- Adopted Zultys unified communications solution that enabled seamless communication between four global sites and integrated with existing system

Benefits

- Saved \$10,000 per month in operations costs
- Easy multi-site deployment with simple configuration and maintenance
- Increased productivity and responsiveness to both customer and business needs

The Problem

SonicWALL wanted to standardize and centralize the communication system of its 300-person operations and engineering department. It needed a simple solution that would save it money on operations costs and phone bills. Because SonicWALL had an international, multi-site deployment planned, the solution also needed to be easy to configure and maintain. The new system would also have to support the frequent testing the company does to ensure the quality of its products and troubleshoot customer issues. Lastly, SonicWALL needed a solution that would integrate easily with its existing Avaya system.

"We were looking for a solution that wouldn't tie us into using specific phones and that would allow us to test products," said Aria Eslambolchizadeh, Senior Director of Quality Assurance and Testing at SonicWALL. "Ease of maintenance and configuration were crucial."

The Solution

SonicWALL found the answer by deploying three Zultys MX-250 IP phone systems and two MX30 IP phone systems across its four global sites. The Zultys solution allowed SonicWALL to save \$10,000 per month in operational costs almost immediately. Because Zultys' SIP-based solution is extensible and adapts easily to different architectures, SonicWALL was able to run Zultys and its existing system simultaneously with a T-1 connection between them. The simplicity of using and maintaining the Zultys system allowed the engineering and operations department to focus on core tasks such as testing, rather than wasting precious time on a labor-intensive phone system. The result was a seamlessly integrated global communications system that SonicWALL had been looking for.

"Zultys was exactly the cost-effective, low-maintenance system we had hoped for," Eslambolchizadeh said. "Zultys was easy to deploy, it is easy to use and it works smoothly with the system we already had."

SonicWALL's multi-site deployment covered 300 users around the world, with IP phone systems in an MXgroup configuration in San Jose, Calif., Taiwan, Bangalore and Shanghai. MXgroup enabled SonicWALL to route internal and external calls between locations over



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Aria Eslambolchizadeh,
Senior Director of Quality Assurance and Testing,
SonicWALL



The CDP Series, one of SonicWALL's data backup and disaster recovery solutions. Photo courtesy of SonicWALL.

their data network, reducing the number of analog lines they had to maintain and migrating to an internet telephony service provider (ITSP) in the process.

Employees across the organization could dial extensions, chat, and see Presence, no matter where they are located. SonicWALL also used MXIE™ to integrate and manage all of its communications functions, including Microsoft Exchange, through an OS-independent desktop client.

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The Benefit

In addition to providing SonicWALL with a centralized and efficient SIP-based system, the Zultys solution allowed SonicWALL to communicate with its remote sites more conveniently. The engineering and operations department was able to reduce travel costs, become more productive and increase its responsiveness to customer and business needs.

"Our productivity has increased a lot. Zultys has made it easy to react and respond in real-time across locations," Eslambolchizadeh explained. "The system is very high-quality and low-maintenance."

Thanks to Zultys' solution, SonicWALL has been able to centralize its communications system across locations, increase productivity, save time and money on maintenance, integrate Zultys with its existing system, and reduce its overall costs.

"Zultys provided us with exactly what we needed and more," Eslambolchizadeh added. "Our overall experience with Zultys has been excellent."

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Zultys is the global provider of a true all-in-one unified communications solution. Innovative, reliable and scalable, Zultys IP phone systems integrate voice, video, data and mobility — in a single appliance — to optimize collaboration for businesses of all sizes. Zultys delivers a powerful, feature-rich communications system that is easy-to-use, deploy and maintain. Zultys is headquartered in Silicon Valley with offices around the world.

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