Global Managed Service Provider e-Qual Simplifies Management of Customers' Edge Devices with Edgility

> *"We selected Telco Systems' Edgility for its distinctive technological superiority over all the alternatives we examined. Edgility provides a single, all-in-one solution including all the orchestration tools we require."*
>
> *Philippe de Lussy, CEO*

Highlights

Single, all-in-one MANO solution for service lifecycle management

Automated deployment and management of edge devices and applications

Provision of highly customized services to meet diverse customer needs

Efficient multi-tenant architecture optimizes resources and reduces costs

Increasing Operational Efficiency with Automated Provisioning and Service Lifecycle Management for Edge Devices

e-Qual is a France-based Managed Services Provider (MSP), offering connectivity, IT, and network management services to mid-sized to large organizations in the private and public sectors in 55 countries. e-Qual integrates telecom, network, systems, and security solutions, and operates them from a 24/7 Service and Operations Center (SOC).

Among its enterprise-focused offerings, e-Qual offers a turnkey SD-WAN package comprising connectivity, Juniper's SSR SD-WAN application, and all the relevant installation and management services.

With vast experience running and managing customers' IT infrastructure, e-Qual has a profound understanding of the process and automation requirements for managing enterprise networks. Before using Edgility, e-Qual had been operating and managing its SD-WAN offering with custom-made automation tools. Due to the constant growth in the number of customer edge devices and the disparate requirements for each customer, e-Qual realized that this new reality requires a different type of solution.

Application software, like SD-WAN, may include a MANO dedicated to managing and orchestrating that application. However, these tools are not built to manage the infrastructure on top of which the application software is running (i.e., the edge devices), nor do they easily integrate and chain other third-party solutions without restrictions. To streamline and reduce the cost of operations, e-Qual sought a powerful and automated MANO system that would increase operational efficiency while enabling it to provide highly flexible and customized services to its diverse customer base.

Accordingly, e-Qual's blueprint for moving forward called for an all-in-one, packaged solution that includes a Management and Orchestration (MANO) system to streamline OA&M processes for edge devices at remote sites.

Making SD-EDGE a Reality

With this concept in mind, e-Qual thoroughly examined various solutions and selected Telco Systems' Edgility as its next generation edge compute platform. Ideal for meeting its automation needs, Edgility provides e-Qual with a unified, multi-tenant platform to deploy and manage multiple applications including complex connectivity-based services, such as SD-WAN, for its enterprise customers.

Edgility offers a high-performance, small form factor OS that is being deployed on hundreds of edge devices at e-Qual customers sites, as well as a robust MANO solution installed at e Qual's SOC. Edgility's MANO allows e-Qual to manage its entire managed services operation from a single pane of glass.
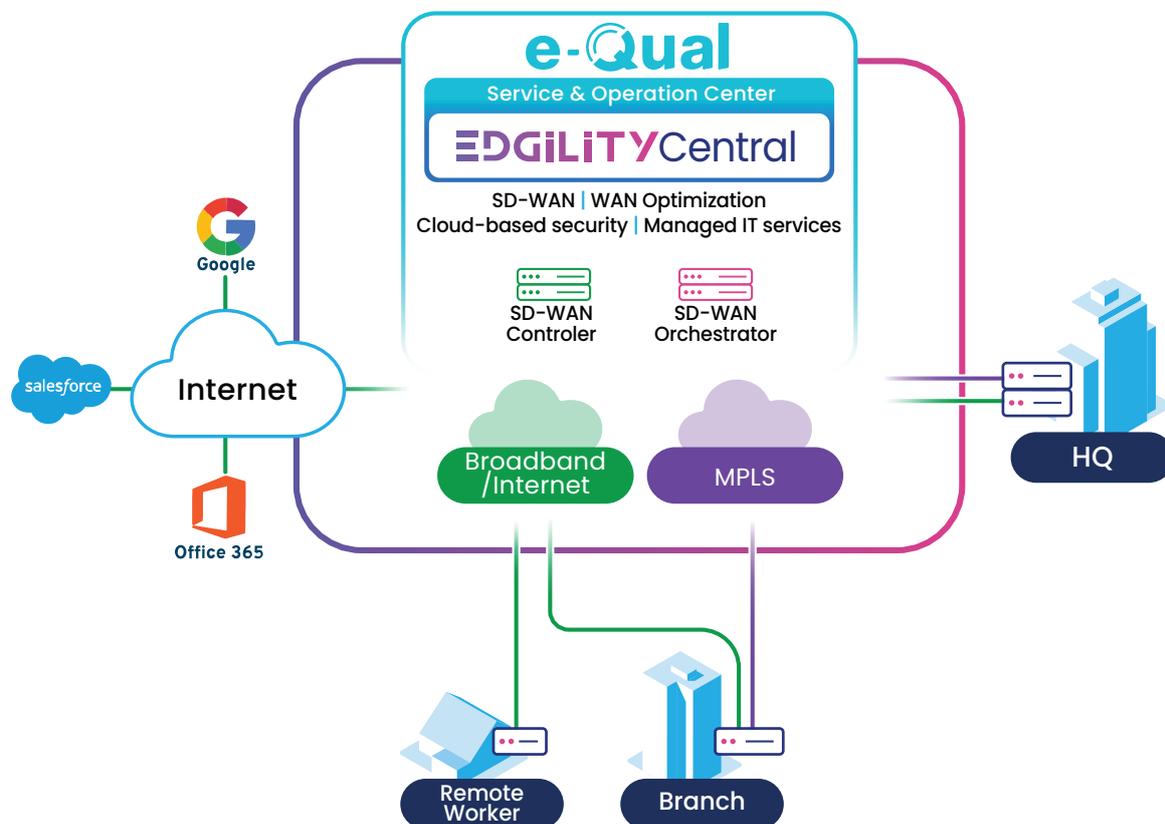
"Developing an orchestrator is a huge effort," said Philippe de Lussy, CEO at e-Qual. "Edgility, on the other hand, gave us a proven, packaged all-in-one toolset for our edge compute needs, covering the entire Service Lifecycle Management spectrum, from the initialization phase through monitoring and ongoing maintenance."

Edgility's powerful automation capabilities, such as zero-touch provisioning and automated infrastructure updates, enable e-Qual to simplify and streamline edge device deployment and lifecycle management for its customers. Provisioning, chaining, and service activation are fully automated, enabling the deployment of any application or service on any edge device in a matter of minutes.

Flexibility Means Highly Customized and Innovative Services

Edgility's flexible design allows e-Qual to provide highly customized services based on VMs or containers, creating a disruptive "SD-EDGE" service. This flexibility is crucial to e-Qual for managing multiple customers and expanding its service portfolio beyond "traditional" network services like SD-WAN, NGFW, and WAN Optimization. These include infrastructure-oriented services, such as DNS, Print, File, or Authentication servers, as well as business-oriented services such as IoT Edge computing, back-office local servers, etc. Along with orchestration of these and other compute operations under a unified management system, Edgility simplifies management of LAN and WAN connectivity while enabling strong security and performance.

Bottom Line: Offer Better Service at Reduced Costs

By using the Edgility platform, e-Qual streamlines its managed services operations:

- Unified all-in-one platform – simplifies the management and operation of multiple customers each with a unique set of requirements

- Fast deployment – accelerates time-to-service with automated installations and locally sourced hardware

- Zero-touch provisioning – fully automated service provisioning and activation saves e Qual time and money

- Automated update management - software updates for infrastructure and edge devices, such as security patches, are performed automatically

- Simple to use – easy configuration of connectivity, complex services chains, and templates using Edgility's "point and click" Graphic Service Designer