

Improved Network Performance and Operational Efficiency

Business Challenges

A payment processing platform provider on a rapid growth trajectory opted to use remote developers to better manage costs. Additionally, the company had employees stationed at strategic partner sites, which posed networking challenges.

Multiple Carriers: To provide network connectivity for non-headquarters locations, the company required primary and secondary circuits, which were provided by two different carriers.

Poor Performance: Consistent delivery of circuits with the required specifications, particularly for off-net loops, was a challenge for one of the secondary network carriers.

Staffing Impact: The company faced networking delays, which made it difficult to quickly expand its global development teams to keep up with the growing demand for its payment processing services.

The Globalgig Solution

The customer selected Globalgig to create a global networking solution that could offer diverse secondary connectivity to all its locations, with reliable service to meet its staff's needs. Leveraging its relationships with hundreds of carriers across the world and its industry-leading provisioning capabilities, the Globalgig team designed and implemented a highly effective solution, including:

- Providing reliable secondary network connections to every location where the company has staff or contractors.
- Utilizing in-country carriers to offer multiple last-mile options, thus ensuring critical network path diversity and compliance with circuit specifications.
- Implementing a tertiary path for out-of-band management for each location, which provides greater path diversity when available.
- Establishing backhaul routing for each circuit, with Globalgig ensuring that every requirement would be met upfront, from IP addressing to border gateway protocol and beyond.

Globalgig also simplified the once-complicated task of sourcing network providers for each country, serving as the customer's single provider for contract negotiations, management, invoicing, and billing worldwide.

CLIENT PROFILE

FINANCIAL SERVICES SOFTWARE PROVIDER

The global company offers a payment processing platform for e-commerce and mobile applications, enabling businesses of all sizes to accept payments easily and scale fast.

Through a fully integrated payment infrastructure, powerful APIs, and pre-built integrations with leading systems, the company brings together everything it takes to build e-commerce websites for retailers, subscription service providers, and marketplace platforms. From startups to Fortune 500 companies, millions of entities rely on the company's solutions to accept payments, send payouts, and manage their business online.



The Results

Reduced Intervals and Simpler Administration

As the financial services software provider has grown to 30+ locations across North America, South America, Europe, and Asia, its new global networking solution has helped the company:

- Reduce network delivery intervals compared to the industry standard, both in the U.S. and internationally.
- Streamline network administration by relying on Globalgig as a single source for these critical, yet time-consuming tasks.
- Eliminate the challenges with attempting to identify network providers in every country where the company operates.
- Consistently meet last-mile network diversity requirements and circuit specifications.

Furthermore, the customer is enjoying the benefits of a customized project management process, working with a single point of contact at Globalgig who led the initial implementation and continues to manage the addition of each new location to the network. By developing a strong relationship with the Globalgig team, this payment processing platform provider is experiencing a more personalized customer service experience.

“By implementing a single global networking solution, the customer has realized benefits, including reduced delivery intervals, improved internal efficiencies, and enhanced network performance.”