



IT SERVICES



“The LANCOM Management Cloud cuts our time requirements by 80 percent”

Managing and monitoring customer networks in 80 percent less time: The Dutch ISP Ron Glas 4 Communicatie shows the way.

Ron Glas 4 Communicatie is one of the first IT service providers to switch the management of the customers' networks to the LANCOM Management Cloud (LMC). The Internet Service Provider is specialized in the provision of Internet connections and Voice over IP (VoIP) systems. By working with the SDN-based LANCOM solution, the company saves up to 80 percent of the time they spend setting up and monitoring the networks. And there's more: “We can help our customers before problems even occur,” says Ron Glas 4 engineer Armand Willems in summary of the LMC.

Initial situation: Time-consuming network management

Ron Glas 4 Communicatie handles the monitoring, analysis and troubleshooting of networks for their many customers. Not long ago, an all-round analysis of a network problem meant sending an employee to the customer. A time-consuming process for both the ISP and the customer, who often faced long waits until a technician arrived and

business-critical resources such as the Internet or telephony became available again.

To solve this problem, Ron Glas was looking for a solution to facilitate full network management regardless of the location by means of the cloud, while at the same time meeting the highest expectations of reliability of the underlying network components. According to Willems, this reliability is one of the

most important pillars on which the services of Ron Glas are based. “A reliable and stable connection is crucial, which is why we rely exclusively on high-performance and professional networking technology.”

LANCOM Management Cloud sets the pace

“After intensive research we found the way to our longtime partner Nextel,”

says Willems. “Nextel recently introduced LANCOM routers, WLAN solutions and switches, and they quickly impressed us with the benefits available from the LANCOM Management Cloud.” The LMC is a unique combination of the latest cloud-based, Software-defined Networking technologies. This makes it one of the most sustainable ways of optimizing the management of entire network infrastructures. “We were particularly impressed by the minimal amount of time required for monitoring, and by how easy it is to operate.”

The engineers at the ISP quickly got down to studying the LANCOM hardware and the LMC in detail. “As early adopters, we were closely supported by Nextel’s experts when we started implementing our first customer projects. The support from Nextel and LANCOM was excellent from the outset,” remembers Willems.

Network conversion made easy

Since introducing the LANCOM Management Cloud, Ron Glas has converted a number of their customers to the solution while they were migrating from ISDN to VoIP. Among them is the office supplies wholesaler Vepa Bins.

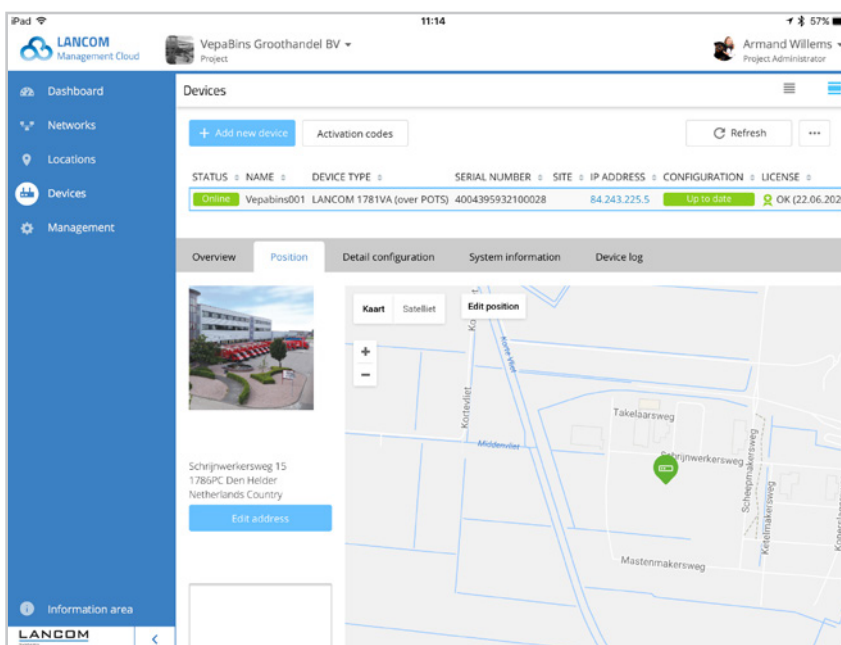
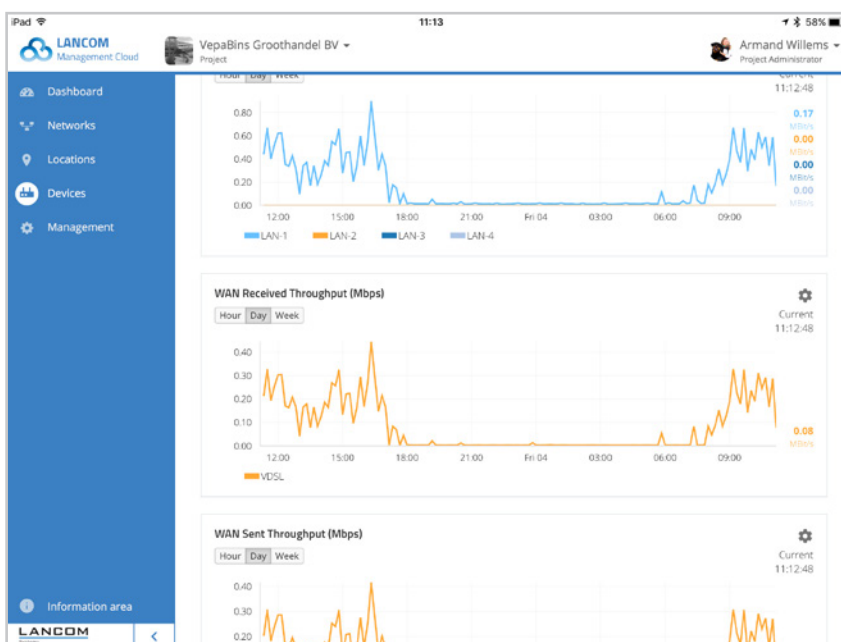
For Vepa Bins, the move from ISDN to VoIP became a hot topic when the provider KPN announced that ISDN connections would no longer be operated from 2021. Ron Glas took proactive action by exchanging their existing infrastructure for LANCOM routers. The entire migration was implemented in record time with the help of the LMC.

Maikel Boterman of Vepa Bins is highly satisfied with the implementation and the quality of the services. “It usually takes KPN about an hour to port a single number. With the help of the LANCOM Management Cloud, we had it done in less than 10 minutes,” says Boterman. Also quickly solved were the initial problems with fax transmission over the new line. “All it took was

a short telephone call and, within minutes, the problem was solved by an e-mail to fax solution.”

Flexible solution for configuration and monitoring

The customer is happy with more than just the VoIP connection. “Thanks to the LMC, we have already solved a number of problems quickly and easily





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Armand Willems, Engineer at Ron Glas

by remote diagnosis. We are now in a position to change the configuration of the entire network within minutes – from anywhere in the world, be it via PC or tablet,” says Willems with evident enthusiasm. “What’s more, we can proactively monitor the networks remotely. This allows us to identify and

solve problems before the customer has even noticed anything. This saves us at least 80 percent of our time, which we can now spend on other tasks.”

The introduction of the LANCOM solutions and the LANCOM Management Cloud has very quickly proven its worth for Ron Glas. In the future, the LMC

is to become an integral part of all new customer networks. Willems stands by his decision to the full: “The combination of reliable hardware and the very easy-to-use LMC makes LANCOM the first choice for us by a long way.”

Customer

As an experienced Internet service provider (ISP) and Voice over IP solution provider, Ron Glas 4 Communicatie provides its customers comprehensive services for analysis and monitoring, along with fast troubleshooting.

Partner

The value-added distributor Nextel supports its specialist resellers with the marketing, sale and technical implementation of networking solutions. This is supplemented by in-house training and an in-house showroom where partners can present themselves to customers.

At a glance

Customer

**Ron Glas Elektro /
Ron Glas 4 Communicatie**
Kalverdijk 5
NL-1747 GJ Tuitjenhorn
Tel.: +31 (0)318 / 55 20 10
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Products and services:

Provision of Internet connections and
Voice over IP (VoIP) systems.

Der Partner

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NL-6716 BA Ede
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Web: www.nextel.nl



Requirements

- > Monitoring, analysis and remote maintenance of networks, irrespective of the customer's location
- > Migration from ISDN to All-IP based telephone systems

Components used

- > LANCOM Management Cloud
- > Various LANCOM VoIP Routers



LANCOM Management Cloud