COREIX

BEYOND HUMAN: AUTOMATIC OPTIMISATION BUILDS A BETTER NETWORK

XCA Edge automatically performed more than 2.2 million routing optimisations, and avoided more than 160 BGP blind failures across the Coreix network in a recent month, eliminating customer issues and delivering maximum uptime.

CHALLENGE

Coreix faced several challenges that will be familiar to every network manager: how to build the best performing network with maximum uptime; and how to keep customers happy – reduce customer complaints, and free up the time for teams to add value to networks, not just fight fires.

SOLUTION

With XCA Edge installed and running, Coreix instantly saw major improvements across their entire network. They also removed the need for manual interaction with their core routers, reducing the risk of human error.

IMPACT

Coreix enjoyed significant benefits in several areas: improved performance, fewer customer issues, the time for their team to deliver business value, and a network that helps them win new customers.

"90% of our network concerns just disappeared overnight. With XCA Edge running our network is now so stable, we can be a lot less hands on and let the system autonomously handle itself".

- **Mansoor Bin Saeed**
  Network Engineer
  Coreix

BUSINESS PAINS

1. While BGP ensured optimum hops on all routes it was unable to automatically route around latency and packet loss.

2. In house systems picked up round trip delays, which then had to be manually configured for optimised routes by our engineering team.

3. Saturated transit providers were sharing an inferior service, which is now avoided by XCA Edge.

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Network optimisation

Coreix has clients who operate in a range of industries that require low latency and packet loss, including financial services, Voice over IP and e-commerce services. A key requirement for the business was therefore to find a tool that improved latency and reduced packet loss across their network.

XCA Edge was able to do this, and more. Once Coreix were set up and running, the system not only automated the removal of round trip delays but it also optimised other areas of our network, including circumventing route congestion. It has allowed what was a labour intensive, manual task to become one that simply requires analysis of the weekly and monthly reports showing the automated optimisation that has occurred.

Humans can't do this...

In a recent month XCA Edge performed more than 2.2 million optimisations, which would have otherwise caused 163 BGP blind failures in a network not equipped with XCA Edge. The system has allowed Coreix to improve service to a level that would not be possible without an automated platform, regardless of the size or experience of any engineering team.

Excellence in Managed Services

The XCA Edge team provides fantastic support including all the updates, maintenance, software support, and network monitoring services as standard. When issues have arisen Coreix have found the XCA Edge support team to be highly responsive and communicative.

XCA Edge - it helps us win

Coreix promote the fact that they use XCA Edge and how much the technology helps them provide a superior service for clients. This helps them win new business. How?

In the past it was important to show clients that they had sufficient resilience in their network design. This is now considered a standard requirement for all businesses. What sets us apart is showing the level of network optimisation and denial of services protection that the Coreix network offers with XCA Edge. By providing clients with XCA Edge optimised trace routes and reports they can show the benefits of their network over the competition.
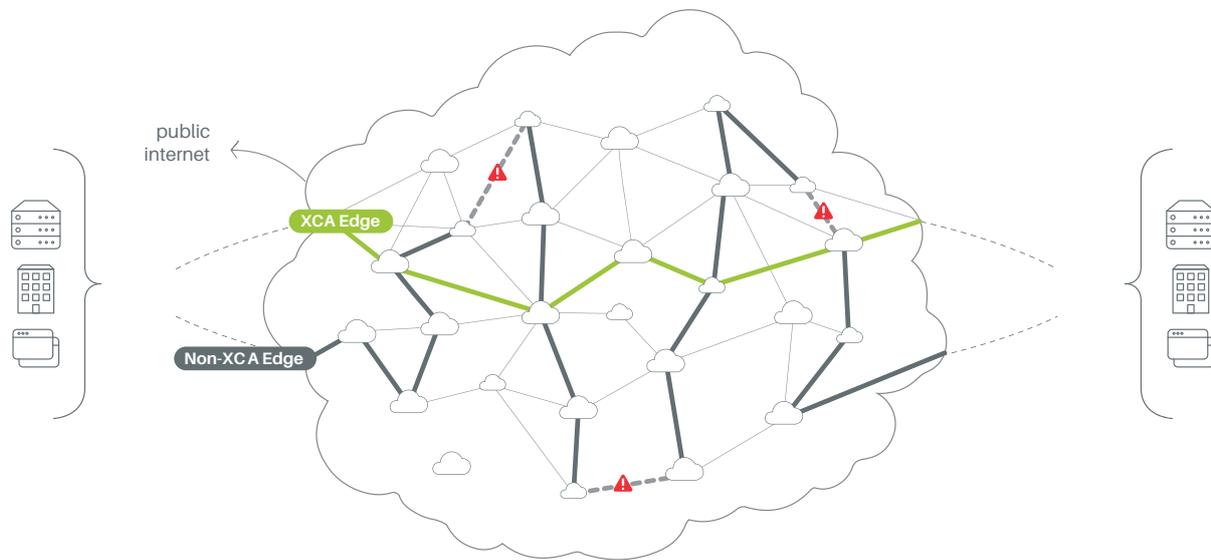
More time and more value

The Coreix team has more time to focus on strategic network development plans.

"The XCA Edge solution frees up a significant number of hours from network maintenance which can therefore be invested in development and improvement projects. The removal of the need to perform manual route adjustment on our core routers both significantly improves the ability for our network to selfheal and optimise, while also removing the chance of human error, which can and does occur in highly repetitive tasks."

- **Mansoor Bin Saeed**
  Network Engineer
  Coreix

XCA Edge

✔ XCA Edge monitors all available destinations across the public internet and chooses the best path available

Non-XCA Edge

⚠ Congestion causing packet loss and high queuing delays

⚠ Poor path selection causing high round trip delays

⚠ Saturated transits

CUSTOMER PROFILE

Coreix are an award-winning cloud, dedicated server and colocation specialist providing services to more than 500 clients. They offer an array of bespoke managed hosting solutions to clients of varying sectors ranging from SME's to financial services, government and public sector organisations. Coreix are highly certified including ISO:27001, ISO:9001, PCI:DSS and the UK Government's G Cloud framework among others.

From our securely operated facilities in London they provide bespoke solutions to clients across EMEA and APAC. Customers are offered a 100% uptime SLA on power and connectivity as standard and access to their premium network bandwidth services. With a five minute response time SLA in place, their experienced responsive operations, network and technical support teams are onsite 24x7.