



Dedipath wins total network control with Expereo.

CUSTOMER PROFILE

DediPath is a US provider of infrastructure as a service (IaaS) with extensive experience in enterprise IT, managed services, and colocation.

As a provider of infrastructure as a service (IaaS), DediPath has a portfolio of customers who are extremely latency-sensitive. Any network issues would immediately have a negative impact on their credibility and put their business model at risk.





Challenge

Before Expereo, Dedipath had numerous individual bandwidth providers and were unable to perform route optimization based on latency, cost structure, and overall performance. Choosing the best alternative was either very time consuming or directly impossible.



“Some of our customers include games, VPN, and streaming service providers, which means they are extremely latency-sensitive. If we experience network issues, they know it straight away. A drop in their connection to our servers equates to less credit given to our company, damaging our reputation”.

Ernie Quick
CTO at Dedipath



Goal

To guarantee performance and reliability, Dedipath needed a solution that offered automatic route optimization, a solution that could choose the right bandwidth provider at any given time for any given client. That’s why they reached out to Expereo, and have been using their route optimization software, Cloud Acceleration Edge ever since.



Solution

Expereo brings all of Dedipath's bandwidth providers together under the same platform and performs all of the optimizations automatically. Dedipath works with six different bandwidth providers; Expereo's system identifies the fastest one for each customer based on where it's going, where it's coming from, latency, network conditions, and also cost structure.

"Our service has been significantly improved with Expereo. Without Expereo, we wouldn't know what's the best route for a customer and wouldn't have automatic control over route optimization," Ernie explained.

"With Expereo's support, we send an email, and we get responses pretty quick. We pick up our phone, even if it's late at night, and our account manager goes above and beyond to solve our problem. That really goes a long way. "

Ernie Quick,
CTO at Dedipath

