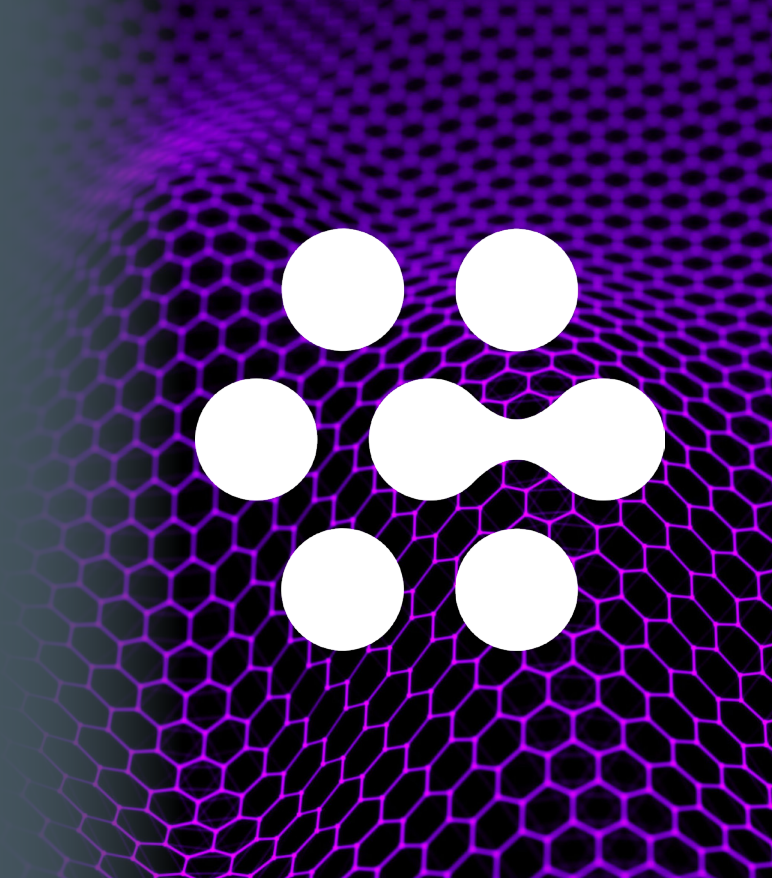


Gamma delivers a complete managed SD-WAN service using Cisco Meraki with Highlight

When Gamma delivers its industry leading Cisco Meraki SD-WAN solution to customers, it relies on the Highlight Service Assurance platform to ensure a complete managed service.



The challenge of SD-WAN service delivery

SD-WAN technology has the potential to revolutionise the management, efficiency and reliability of business networks. The flexible routing and security capabilities provide a leap forward in wide area network management.

The challenge arrives when attempting to use SD-WAN at scale, either for large networks or for lots of networks. When estates become large or complex enough to require dedicated management, vendor-supplied SD-WAN controllers and traditional technical monitoring tools can only go so far, often omitting key supporting underlay connections or proving cumbersome to use at scale. This is especially true when inserting SD-WAN technology alongside legacy networks.

Gamma was looking for a service assurance solution that would enable them to provide their customers with the benefits of SD-WAN technology whilst properly integrating that technology into their industry leading managed service

"Highlight is the top-down service view of the Meraki network delivering transparency of Gamma's Meraki SD-WAN service. Onboarding a new environment and deploying Highlight allowed us to quickly get a holistic view of all VPNs and performance metrics of the organization. This greatly extended our service assurance capability alongside the native Meraki tools. The platform allowed us to identify potential issues and provide very quick improvements to the customer."

- James Sirrett, Gamma Direct Network Services Manager

The SD-WAN service assurance solution

Gamma's solution takes advantage of Meraki SD-WAN's flexible technology management and fast deployment capabilities and utilises the Meraki platform's comprehensive API compatibility integrated with the Highlight Service Assurance Platform to provide the top-down service management capabilities they need.

The Highlight platform utilises the Meraki Dashboard APIs to show SD-WAN device and tunnel performance alongside supporting network connections such as broadband, Wi-Fi, cellular and LAN. This enables Gamma to quickly identify problems at the source, eradicate legacy setup issues and share relevant views and reports with their customers using a single Gamma branded dashboard.



"Working with the Highlight platform has already seen a rise in our customers' confidence levels with Gamma's Meraki SD-WAN service. As an advocate who has daily responsibility for enterprise accounts, I am no longer blind to a huge area of their business. SLAs with issues have decreased significantly and, therefore, so have escalations that would have both time-consuming to Gamma and our customers."

- Hayley Morris, Senior Customer Advocate at Gamma

An industry leading SD-WAN managed solution

The combination of Meraki SD-WAN and the Highlight Service Assurance Platform now enables Gamma to deliver its fully integrated managed SD-WAN service at scale across multi-site, multi-vendor or multi-tenant networks.



A word from Highlight...

"Highlight enables the Gamma team to ensure they can act on any issues before it impacts the customer and that all the promised benefits of the managed Meraki SD-WAN service are fully achieved, all thanks to the Highlight platform's flexible multi-technology and multi-site capabilities."

- Martin Saunders, Product and Marketing Director at Highlight