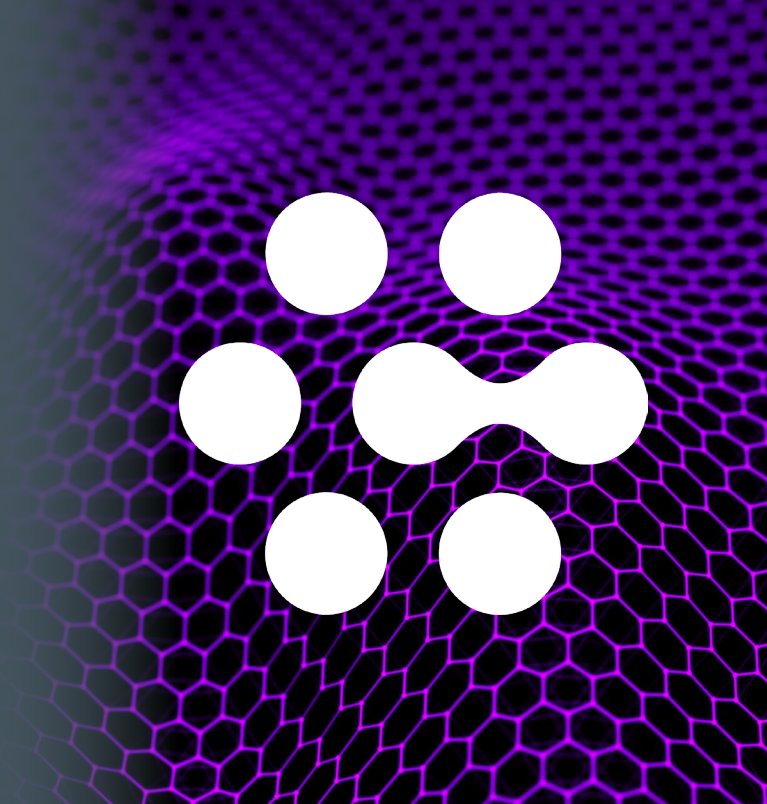# Gamma solves the SD-WAN managed service puzzle using Cisco Meraki and Highlight

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.

Taking on the challenge of SD-WAN managed service delivery

Gamma were looking to productise and integrate Meraki SD-WAN services into their wider managed network and communication service offerings, wanting to go beyond just reselling Meraki technology to focus on providing a leading managed SD-WAN service that included contractual SLA commitments and a shared single-pane-of-glass view of the entire network, including the underlay, LAN and supporting overlay connections.

> "Working with the Highlight platform has already seen a rise in our customers' confidence levels in 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 businesses. SLAs with issues have decreased significantly and, therefore, so have escalations that would have been time-consuming for both Gamma and our customers."
>
> **- Hayley Morris, Senior Customer Advocate at Gamma**

The SD-WAN service assurance solution

Gamma's SD-WAN offering takes advantage of Meraki SD-WAN's superior flexible technology management and fast deployment capabilities, utilising 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 Meraki Dashboard APIs to show standardised SD-WAN device and tunnel performance insights 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 to their customers using a single Gamma branded dashboard.

"Highlight is our top-down service view of the Meraki network, delivering transparency of Gamma's Meraki SD-WAN service. Deploying Highlight allows us to quickly get a holistic view of all VPNs and performance metrics of an organization. This has greatly extended our service assurance capability alongside the native Meraki tools, allowing us to identify potential issues and provide very quick improvements to the customer."

- James Sirrett, Gamma Direct Network Services Manager

A fully integrated SD-WAN solution

The Highlight platform is used extensively to enable service assurance for Gamma's other services. Adding Meraki SD-WAN into Gamma's Highlight platform instance enables service management staff to provide a uniform customer experience using a platform they're familiar with, no matter what the technology is.

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

For more information contact us at:

🌐 highlight.net   ✉ sales@highlight.net   ☎ +44 (0) 1483 209970