



## Adapting the network for a fast-paced business

# SB Simply Business

### Company profile

Simply Business is one of the UK's biggest business insurance providers. Launched in 2005, it provides an online brokerage service delivering policies to over 425,000 small businesses and landlords. With over 400 employees, Simply Business has offices in London, Northampton, and Boston, USA, including a 200 seat call centre.

**“We had lost any ability to understand or scale our network. Changes took weeks. We were opening an office in Boston and there was no confidence we could do any kind of networking capability in time.”**

### The brief

As a business with numerous branch locations and a large call centre, Simply Business had outgrown its traditional MPLS (multiprotocol label switching) set-up. Updates were becoming complicated and time-consuming; any changes had to be made via a lengthy service request process and scheduled with a supplier engineer.

Newer business-critical applications such as Twilio were unsupported and Simply Business was unable to apply two-way QoS or gain clear visibility of its network health. In addition, Simply Business paid for two connections at each site, but could only utilise one at a time as they were running Active/Stand-By.

### Challenges

- Current MPLS system proving time-consuming to change, with service requests and engineers required for updates
- End-of-life hardware unable to support new business-critical applications
- No clear visibility of the network health, and no opportunity to apply two-way QoS

### Requirements

- Flexible and faster solution providing better reporting data
- Able to meet the demands of the fast-moving business environment

### Solution

- SD-WAN
- Cloud
- Open DNS

### Results

- Full visibility and monitoring of the health of the network, with the ability to diagnose complex problems through one single portal
- Easy scalability and multi-site management



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### Introducing SD-WAN

Breeze Networks competed against six other companies in a competitive tender, and introduced Simply Business to SD-WAN technology. As a Cloud solution SD-WAN is faster, easier to install and better quality than MPLS and replaces the outdated hub and spoke network model to ensure that data is routed on the most appropriate path. Decoupling the control and data planes increases the flexibility of the network and ultimately improves the overall user experience.

### Implementation

Breeze implemented SD-WAN technology across all branch and call centre locations and fully integrated with the Simply Business AWS infrastructure. It assisted Simply Business with the process of migrating to a carrier agnostic set up. Breeze replaced the existing MPLS network, central firewall and AWS interconnects, deploying new carrier resilient circuits, High Availability hardware and cloud-based web filtering. Breeze worked closely with the team to phase installation and ensure minimum downtime and disruption to clients.

**“We have both a managed service and service we can manage ourselves with the power available after logging into the portal”**

**Vijay Prasad,**  
Senior BizOps Engineer,  
Simply Business

### Results

SD-WAN has allowed Simply Business to manage and implement network changes across all its offices and devices through one easy-to-use profile. Using a management console, there is no longer a need to manage routers and switches on an individual basis. SD-WAN also comes with software features like dynamic multipath optimisation and the ability to run virtual instances in the cloud which easily connects cloud environments. Simply Business now has a cost-effective network strategy that will grow and develop with the business.

**“The project management was great, the regular meetings and updates were on point and overall it all worked exactly, if not better than we had hoped.”**

**Nathan Emmens,**  
BizOps Infrastructure Lead,  
Simply Business

### Why choose Breeze Networks



#### Agility

Zero Touch Provisioning (ZTP) means easier branch set-up and less engineer visits



#### Security

In-built application aware firewall and end-to-end encryption as standard



#### Cost

Combine the most cost effective connectivity with simpler management to achieve maximum savings



#### Functionality

One central management portal for monitoring, alerting, configuration and diagnosis of the entire network