



CUSTOMER CASE STUDY

BDO Belgium Elevates Operational Efficiency with SD-WAN Solution

BDO Belgium Partners with Horizon Telecom for Advanced SD-WAN Solution

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Simply Smiling**





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Table of contents

Summary	1
BDO in General	2
The Challenges	3
The Solution	4
Eventual result	5
So, what's the result?	7
Strategic collaboration	8



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Summary

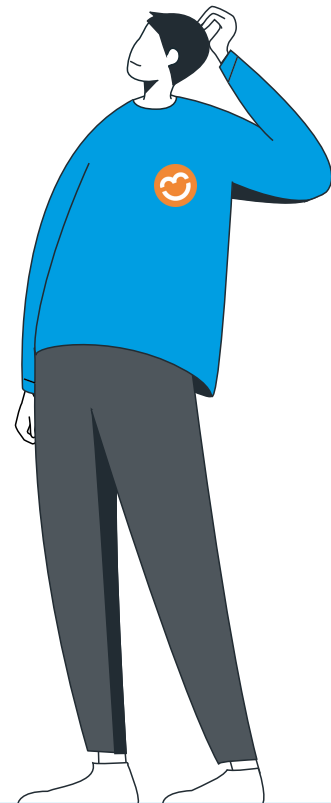
BDO Belgium has effectively collaborated with Horizon Telecom to overcome past difficulties in network management and efficiency. Previously, BDO faced challenges with WAN suppliers, such as delayed responses and poor visibility into network traffic. These issues impacted the quality and reliability of their services, particularly during critical transitions like moving their contact center to a SaaS platform and integrating newly acquired companies.

To overcome these challenges, BDO Belgium transitioned to an Internet-based WAN solution provided by Horizon Telecom, which includes enhanced bandwidth and 4G/5G redundancy. This transition was crucial for maintaining robust and reliable connectivity throughout their operations, covering more than 950 partners and employees in Belgium and extending to a global network of over 110,000 in 164 countries.

The decision for BDO to opt for Horizon Telecom was influenced by their proven track record in managing significant IT transitions with minimal disruption and their quick implementation times. Additionally, the robust security features provided through their partnership with Cato Networks also played a key role in their choice. This has allowed BDO to maintain business continuity confidently, improve remote workforce support, and optimize network management.

The implementation of a state-of-the-art telephony system integrated with Microsoft Teams and connected to Horizon Telecom's Global Voice platform has notably improved call quality and management. This modernization has enhanced BDO's communication infrastructure, ensuring continuous connectivity and robust network resilience.

Ultimately, BDO Belgium's adoption of the SD-WAN solution from Horizon Telecom has enhanced operational efficiency and network visibility. This advancement has further empowered their IT team to concentrate on strategic initiatives that foster innovation and growth, solidifying Horizon Telecom's position as a key strategic IT partner for BDO.





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BDO in General

BDO Belgium is an internationally active consultancy company with a solid reputation in financial services and complementary, specialized advice to support clients towards future-proof and sustainable growth.



BDO currently has over 950 partners and employees spread throughout Belgium. BDO Belgium has 12 branch offices and is part of a strong international network with a team of experts of over 110.000 partners and employees, active in 164 countries. BDO Belgium is rapidly growing.

- 950 partners
- 12 branch offices
- 110.000 partners and employees
- Active in 164 countries



Bart Naessens

ICT Director BDO



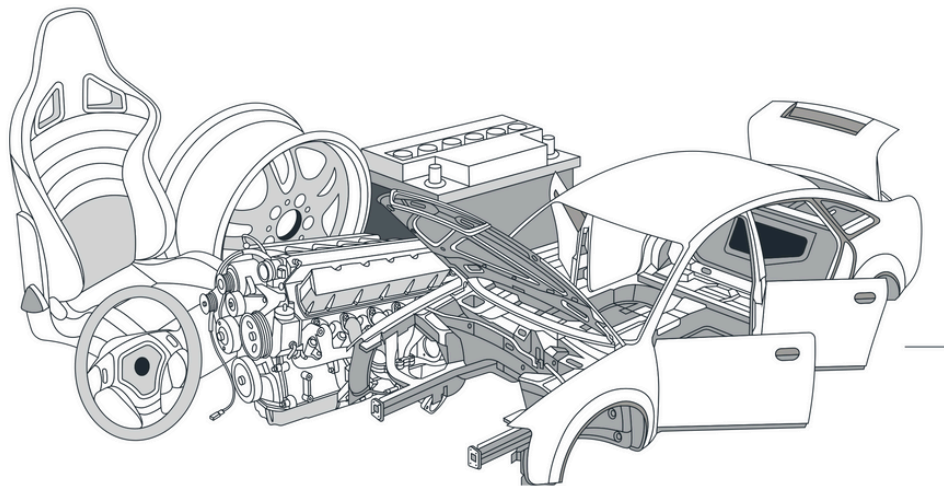
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The Challenges

You Can't Build a Jet from Car Parts

BDO Belgium faced multiple challenges with its previous WAN infrastructure, including slow response times from suppliers, limited visibility into network traffic, issues during transitions to new platforms, and difficulties in integrating acquisitions, all of which underscored the need for more efficient and cost-effective IT solutions.

- Previous WAN suppliers struggled to promptly respond to configuration and support requests, causing delays and inefficiencies in network management.
- BDO experienced constrained visibility into the traffic and usage across different WAN links, hindering effective network management and optimization.
- During the transition of our contact center to a SaaS platform, we encountered initial hurdles, such as sporadic call losses, impacting service quality and reliability.
- There were difficulties in seamlessly integrating newly acquired companies, a critical issue amidst BDO's rapid organizational growth.
- There was an increasing need for IT solutions that provided greater value for our investment, pushing us to seek more cost-effective and robust solutions.



Bart Naessens
ICT Director

"Horizon Telecom has expertly enhanced our network with an advanced Internet-based WAN and state-of-the-art cloud telephony, ensuring unparalleled connectivity and streamlined communications for our evolving business needs."



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The Solution

- BDO asked Horizon Telecom to help with the transitioning to an Internet-based WAN that includes enhanced bandwidth and 4G/5G redundancy. This upgrade was crucial to ensure robust and reliable connectivity across our operations.
- A key factor in BDO's decision to partner with Horizon Telecom was its proven ability to manage significant IT transitions with minimal disruption to daily operations. This assurance allowed us to maintain our business continuity confidently.
- Another compelling reason for choosing Horizon Telecom was their quick turnaround in implementing complex IT solutions. This agility is a significant advantage, enabling BDO to remain flexible and responsive to the dynamic needs of our business.





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Eventual Result

- Horizon Telecom transitioned BDO to an Internet-based WAN, enhancing the bandwidth and incorporating 4G/5G redundancy. This upgrade ensured robust and reliable connectivity across BDO's network.
- By selecting Cato Networks, Horizon Telecom provided BDO with robust security features and enhanced support for remote workers, catering to the evolving needs of BDO's distributed workforce.
- Horizon Telecom implemented a state-of-the-art telephony system integrated with Microsoft Teams, connected to the Global Voice platform. This setup significantly improved call quality and management for BDO, streamlining communications across the organization.



Bart Naessens
ICT Director

"In just one month, Horizon Telecom achieved a seamless IT transition, demonstrating unmatched efficiency and minimal disruption."



Continuous connectivity and robust network resilience

Horizon Telecom has expertly transitioned us to an Internet-based WAN, significantly boosting our network capacity with enhanced bandwidth and redundancy features. This upgrade includes the strategic implementation of temporary 4G and 5G solutions, ensuring continuous connectivity and robust network resilience under any circumstances.



Embracing Efficiency and Security

In tandem with the Internet-based WAN, we selected the SD-WAN solution from Cato Networks, renowned for its integrated security features and comprehensive capabilities for remote workers. This choice reflects our commitment to maintaining a secure and efficient operational environment, even as our workforce becomes increasingly distributed.



Horizon Telecom Integrates Cloud Telephony with Microsoft Teams

To further elevate our communication infrastructure, Horizon Telecom has deployed a cutting-edge cloud telephony system seamlessly integrated with Microsoft Teams. This innovative system is linked to Horizon Telecom's sophisticated Global Voice platform, delivering exceptional call quality and unmatched reliability. Furthermore, the telephony solution includes an advanced cloud-based attendant suite, which enhances call management and significantly improves customer interactions by providing smoother and more efficient service.



Horizon Telecom Achieves Rapid Deployment

The entire project, from the initial setup to the seamless porting of our phone numbers, was completed within a remarkably short timeframe of one month. This rapid deployment underscores Horizon Telecom's efficiency and ability to manage complex IT transitions with minimal disruption to our daily operations.



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So, What's the Result?

BDO Belgium has successfully implemented a flexible and secure SD-WAN solution, courtesy of Horizon Telecom. This advanced network infrastructure provides us with a crystal-clear and in-depth perspective on network load, enhancing our operational insights significantly. Moreover, we have experienced a noticeable improvement in responsiveness concerning network changes and support-related issues. This responsiveness ensures that any necessary adjustments or troubleshooting can be handled swiftly and efficiently, minimizing downtime, and enhancing productivity.

The SD-WAN solution is comprehensively managed and maintained by Horizon Telecom. This arrangement frees our IT team to dedicate their expertise and resources to strategic IT projects that have a direct and positive impact on the BDO business. By offloading routine network management tasks, our team can focus on initiatives that drive innovation and growth.



Bart Naessens

ICT Director

“To us, Horizon Telecom is more than just a service provider; they are a dependable Strategic IT Partner. Their commitment to going the extra mile in service and support makes them an integral part of our extended BDO IT team. We value their proactive approach and their relentless pursuit of excellence in all aspects of their service.”



Strategic collaboration

Cato Networks integrates corporate networks and business security into one global cloud service. This eliminates the complexity, costs, and risks associated with legacy IT approaches based on disjointed point solutions.

Cato Networks and Horizon Telecom

With Cato, all users, whether in MPLS-connected offices or Wi-Fi-connected homes, can securely connect to Cato's global private backbone and safely access corporate resources in data centers, the cloud, or via the internet.

Horizon Telecom collaborates with you to assess the current network and application landscape, as well as your needs and requirements. We then create a detailed design and migration plan. Through thorough preparation and excellent execution and coordination, Horizon Telecom ensures that your SSE migration proceeds exceptionally smoothly and successfully.

Horizon Telecom is an international independent next-generation telecom-as-a-service provider. Established in 2014, Horizon Telecom operates globally in a carrier-neutral manner, and currently orchestrates the mission-critical digital infrastructure of over 200 clients, 24/7.

At Horizon Telecom, customers have the autonomy to select from smart and globally available solutions for communication, connectivity, security, and related professional services.



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Sign up for an on-site demo and discover more about the possibilities and benefits of Cato Networks for your organization, and how Horizon Telecom can enhance the security of your corporate network.



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At Horizon Telecom, customers have the autonomy to select from smart and globally available solutions for communication, connectivity, security, and related professional services. Customers at Horizon Telecom can choose from the offerings of over 1,400 partners with whom the company collaborates globally. Customers get 1 contact, 1 contract, 1 SLA (Service Level Agreement), 1 invoice, regardless of the collaborating parties, and the company supports clients in their own language.