



Technical Expertise. Tangible Results.



## SUCCESS PROFILE

### ALCATEL-LUCENT SUCCESS PROFILE

Large Canadian Retailer collaborates with Alcatel-Lucent and PCN to upgrade their DDI infrastructure and improve their Disaster Recovery strategy.

#### CHALLENGE

A leading Canadian retail franchise, faced end-of life for their main DNS, DHCP and IP Address Management (DDI) application. They utilized multiple applications to manage their complex environment and worried about efficiency and security as they were working to implement a private cloud initiative that requires automated creation and deletion of IP Address. They were also working to upgrade their Disaster Recovery (DR) solution to a more robust infrastructure. As an authorized and trusted Alcatel-Lucent applications reseller in Canada, PCN was selected and contracted to upgrade, consolidate and integrate their DDI solutions to deliver a standardized solution.



#### SOLUTION

The Canadian Retailer worked with PCN to scope and design a solution that worked best in their existing environment. Taking into consideration their cloud and DR initiatives, PCN started by evaluating their network. PCN first updated all DHCP servers and upgraded their software to the most current versions: VitalSuite 12.5 and VitalQIP 8.0 PR2. To ensure a smooth implementation, PCN consolidated all of their applications into one platform. As critical steps in supporting their private network cloud, PCN also oversaw the integration and extensive testing of a more robust DR system, including real-time data replication, automated nightly backups and real-time alerts. PCN worked closely with Alcatel-Lucent's and the retailer's team to assure the design was robust resulting in a more reliable system.

## HIGHLIGHTS

#### COLLABORATOR:

Alcatel-Lucent



Alcatel-Lucent

#### CUSTOMER:

Large Canadian Retailer

#### INDUSTRY:

Retail

#### PCN OFFERING:

DDI VAR, Professional Services, Engineering & Design

#### CHALLENGE:

A Large Canadian Retailer's DDI solution was facing end of life. With Private Cloud and Disaster Recovery initiatives pending, consolidation and updating of these applications was important.

#### SOLUTION:

PCN upgraded their DDI solution to the latest version and implemented a robust Disaster Recovery strategy with real time replication, automated back-ups and instant alerts.

#### RESULT:

The new DDI solution now runs on current release and a more robust and secure Disaster Recovery solution has been implemented, minimizing the risk of lost or stolen data.



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## RESULTS

With the consolidated DDI platform, the retailer now has a secure solution that not only provides a more efficient process but also ensures their cloud is secure and their disaster recovery system is solid. The latest software upgrade allowed them to better monitor and evaluate their network with greater detail, improving security by implementing AD authentication and delivering desired outcomes back to the business users.

“PCN's technical experience, subject matter expertise, and flexible solutions make them a great supplier for our enterprise customers. “

– **Yves-Stephane Couture**, Canadian Sales Director for Alcatel-Lucent

## ABOUT PCN

PC Network Inc. (PCN) is a customer-focused technology infrastructure services company. We are global leaders in DNS, DHCP, and IP Address Management - a service foundational to managing the explosive growth and security of wireless and IP-enabled devices - and deliver a portfolio of infrastructure lifecycle management and staffing services. Collaborating closely with our customers and partners, we deliver technical expertise and tangible results.