

Primus Business Services

JDS UNIPHASE

Primus Canada, reduces hosting costs by 40% with a managed Internet infrastructure for a worldwide leader in optical technology

THE CHALLENGE

JDS Uniphase designs and manufactures products for fibre-optic communications and markets where its core optics competency provides innovative solutions. Originally, the JDS Uniphase Internet presence consisted of a comprehensive website containing its corporate profile, including financial reporting for its international investors, as well as product and service information for its clients worldwide. In addition, the single point of failure inherent in its slower speed, shared hosting solution resulted in a significant level of vulnerability.

As JDS Uniphase gained status as a global leader, traffic to its website increased exponentially and the need for information availability and reliability became paramount. Meanwhile, JDS Uniphase was concentrating more on its core competency of designing and building fibre-optic equipment. The result was a reduction in the amount of available internal resources it was willing to dedicate to hosting and managing its own online presence.

Hence, a need was established to locate the JDS Uniphase web-based infrastructure in a secure Internet data centre facility that could accommodate its connectivity requirements and provide for a fully-managed solution.

THE SOLUTION

Due to the high-profile nature of the project, Primus' enterprise-level project management and support groups worked closely with JDS Uniphase's Canadian and U.S. IT Directors to assess the specific requirements and deploy an appropriate solution.

When looking for a colocation and infrastructure management provider, it was important for JDS Uniphase to find a facility that had fully redundant Internet connectivity to ensure 100% uptime of their web-based solution. JDS Uniphase also wished to find a facility that would ensure its infrastructure was managed with round-the-clock technical support in a highly secure environment. Primus' world-class Internet Data Centre provided the answer.

Connecting to Primus' multi-homed Internet backbone with DS-3, OC-3 and Gigabit Ethernet connections using BGP-4 routing protocol, JDS Uniphase could easily upgrade capacity as its customers' needs changed. Also, Primus was significantly more cost-effective, especially in comparison to gaining access to all of the large backbone providers independently.

CASE STUDY



BUSINESS SERVICES

Our Server Colocation option provided a highly secure infrastructure, accommodating JDS Uniphase's large bandwidth requirements and allowing for higher speed, redundant connectivity. In addition, the Managed Services solution afforded JDS Uniphase access to 24 x 7 site monitoring and technical support.

THE BENEFITS

The benefits of the Server Colocation and Managed Services solutions include:

- **Affordability** - JDS Uniphase was able to realize a cost savings by taking advantage of our leveraged backbone, support staff and secure infrastructure. Outsourcing web-based requirements saved time and money on potential in-house resources.
- **Reliability** - Hosting in Primus' world-class Internet Data Centre provided the highest levels of security and reliability with 24 x 7 monitoring, in addition to the preventative maintenance and fast reaction time to critical issues.
- **Scalability** - The solution executed for JDS Uniphase has also proven to be scalable as the organization has grown—crucial for any developing company. Primus was able to deploy new servers, security and management as required.

JDS Uniphase's selection of Primus' world-class Internet Data Centre has proved to be a profitable decision. "We initially chose Primus to manage and host our online infrastructure because we knew they could guarantee our customers and shareholders, fast and reliable access to the information they need. From day one, the service has been top-notch." said Jim Flood, Global Internet Manager, JDS Uniphase.

"Working with JDS Uniphase has been a real pleasure for us. Knowing that they appreciate and are satisfied with the level of service that we provide means a great deal. We look forward to helping them continue to grow and develop their web-based infrastructure." commented A.J. Byers, Chief Operating Officer, Primus. Most importantly, all factors worked towards supporting and maintaining the global reputation that JDS Uniphase worked so hard to establish.

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