ACCELPRO

TULIP Telecom Launches India's First Enterprise Mobility VPN Service Successfully Using AccelPro Next Generation VPN Platform

Summary

Company
- Tulip Telecom Ltd.

Industry
- Telecom/ISP

Challenges
- To mobilise MPLS VPN Cloud for their Enterprise customers.
- Fastest SSL VPN Service.
- Virtualised SSL VPN solution.
- Dedicated Virtual Machine for each customer.
- Scalable SSL VPN solution to meet growing need.
- Individual SSL VPN portal, reporting, admin console and setup for each customer.

Selection Criteria
- Dedicated Virtual Machines, most scalable and performing solution. Tulip Telecom decided to go ahead with AccelPro.

Solution
- AccelPro APG-5600 with multiple virtual SSL VPN machines inside.

Results
- Fastest SSL VPN service.
- Users can access their MPLS Cloud on the go from anywhere.
- Each customer can access their individual admin console and reports.
- Customer can use this service as a backup for MPLS.
- Better ROI from cost effective virtualized environment.

MOBILISING MPLS VPN ON THE GO BECAME REALITY FOR TULIP CUSTOMERS WITH ACCELPRO CARRIER CLASS SSL VPN SOLUTION, PROVIDING FACILITY OF CREATING MULTIPLE VIRTUAL SSL VPN APPLIANCES ON SINGLE HARDWARE WHERE EACH VIRTUAL MACHINE IS ASSIGNED TO INDIVIDUAL CUSTOMER AS A DEDICATED SSL VPN GATEWAY RESULTING INDIVIDUAL REPORTING AND PRIVACY OF DATA.

Company Overview

Tulip Telecom limited is India's largest MPLS VPN player and provides complete infrastructural IT solutions to mission critical industries. Tulip Telecom Limited is a data telecom service and IT solutions provider that offers innovative IP based infrastructural solutions. Tulip Telecom is India's largest MPLS VPN player and have been the front-runner in provisioning and managing multi location wide area networks for various industry verticals. Tulip Telecom is a Bombay Stock Exchange (BSE) and National Stock Exchange (NSE) listed company having largest reach over 2000 locations globally, over 4000 employees, serving more than 2700 customers that includes some of the biggest blue chip companies in the world. With revenues in excess of Rs 2351 crores (USD 525 million) and a market capitalization in excess of Rs. 2500 crores (USD 500 million), is one of the fastest growing and the largest corporate in their domain. Tulip Telecom is the first ISP in India to launch Enterprise mobility service based on SSL VPN platform. Being the leader in MPLS connectivity in India, there was a strong need to go for this kind of service for Tulip Telecom.

Tulip MPLS VPN

Tulip Telecom is the leader in India providing MPLS connectivity. They provide connectivity all over the country on fiber as well as RF covering far most last mile connectivity. On MPLS network, Tulip delivers voice, video and data providing convergent network. They provide full/partial mesh, hub and spoke topology providing high scalability for bandwidth requirements. Tulip also provides unmatched 24X7 support from their state of art global technical support centres across country. Tulip Telecom holds around 30.6% market share for MPLS VPN in India covering 2000 cities with a customer base of 2200 and more to prove their leadership in the country. Tulip Telecom is also awarded as Growth Leadership Award for Enterprise Data Services (MPLS VPN) 2010 by Frost & Sullivan.

Challenges

Tulip Telecom is a leader in providing MPLS VPN solutions in India. As past over a decade, most of the customers in India have consolidated their data centres, placed all their corporate applications at one location. Recent times more and more employees are requiring to access their corporate applications remotely and on real time basis. It is also becoming a major requirement for business growth to provide these centralized hosted applications in their data centre to be accessed on real time basis from outside from vendors, corporate employees, dealers, associates and guest users. With the rapid growth in internet bandwidth and faster data cards providing connectivity to almost everywhere which has fuelled the demand for mobility VPN solutions. As being the leader in MPLS segment, Tulip Telecom thought of addressing this much needed requirement by launching India's first Enterprise Mobility Service which would eventually mobilise their entire MPLS cloud. Mr. Manish Tripathi, Product Manager, Tulip Telecom was tasked to find the best suited solution for meeting this requirement. The main challenge in front of Manish was to find a solution which fully virtualization platforms, fast, stable and scalable. After evaluating multiple vendors, he found out none of the SSL VPN vendors were able to give better performance which was very important for launching this service keeping end user experience in mind. Another big issue came out with other vendors that they were not providing a platform on which multiple SSL VPN virtual machines could be created for each separate customers which would result in separate admin access to each client and separate reports.

Tulip Telecom wanted to come out with the best service for their customers. They never wanted to compromise on the performance and end user experience. They had to come out with a new approach to successfully launch this service successfully. At the same time they were also looking at cost effective solution which would give them the maximum returns. Since this was kind of new solutions they were pitching into the market, they did not wanted to invest into the entire solution, implementation and maintenance initially as an investment. So they decided to go with revenue sharing model with the solution provider.
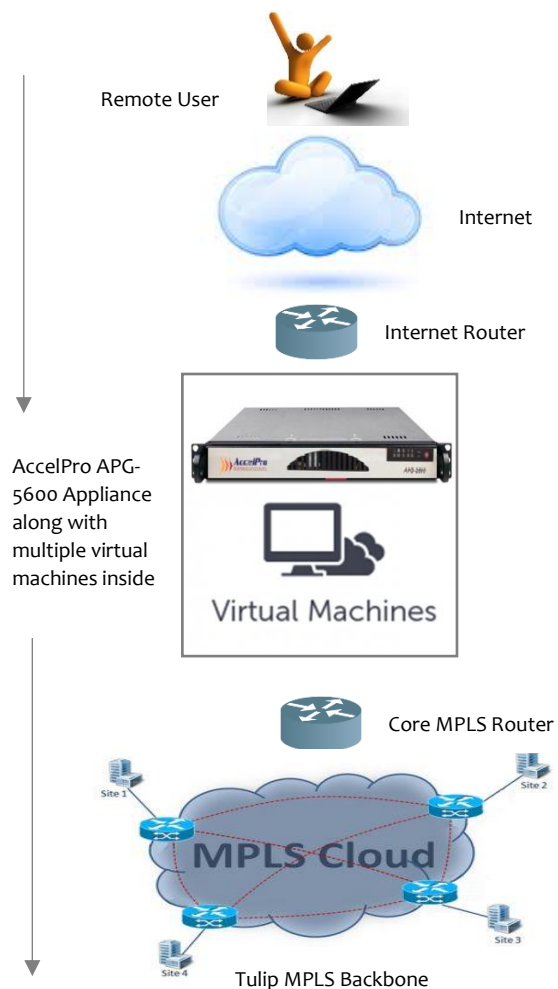
Selection Criteria

For achieving their desired solution, Mr. Manish Tripathi, Product Manager, Tulip Telecom, was tasked to find the right solution to meet their requirements. After evaluating all leading SSL VPN brands available in the market, he found out none were able to provide multiple dedicated SSL VPN virtual machines inside the single hardware. Secondly the performance in all the solutions was not up to mark. While Tulip Telecom approached AccelPro next generation SSL VPN platforms, he found AccelPro was the right solution which was meeting all their requirements which was needed for an ISP customer like Tulip. Overcoming the virtual machines challenge, AccelPro platform fully supported creating dedicated multiple SSL VPN virtual machines inside the single hardware. Creating a new virtual machine in AccelPro was a few minutes job. Secondly due to unique technology of AccelPro (HPAA), the solutions was able to overcome the performance degradation problem for the remote employees which became the prominent plus point for AccelPro over other vendors. At the same time direct support from AccelPro technical team also impressed Tulip Telecom

Which is very critical in launching this service where the reputation of the ISP is on stake. During the entire testing time, AccelPro provided 100% uptime and quick technical support in fixing all the issues raised by end customers. Tulip Telecom decided to go ahead with AccelPro APG-5600 appliance SSL VPN solution with the facility of creating multiple AccelPro virtual machines on the same hardware.

Solution

Tulip Telecom launched a successful Enterprise Mobility Service. They got the phenomenal success of this service anyone had ever imagined. It became an enterprise class service with more stability, ease of use and well integrated with their MPLS network. Now their existing MPLS customers can access their MPLS Cloud on the go from anywhere, anytime, any machine. The users are very happy with the best end user experience they are getting from this service. AccelPro APG-5600 has been placed in the edge of their Data Centre. Multiple individual virtual SSL VPN machines are created inside AccelPro hardware. Each virtual machine is being separately configured for each customer. Inbuilt multiple administrator roles capability inside AccelPro gives the option to provide restricted access to Admin Console to each customer where he can see the settings, can add users and see the reports for his gateway.

Remote User

Internet

Internet Router

AccelPro APG-5600 Appliance along with multiple virtual machines inside

Virtual Machines

Core MPLS Router

MPLS Cloud

Tulip MPLS Backbone

Customers are also getting better ROI as they do not need to invest on VPN hardwares and their maintenance, nor they need to buy separate internet line for their mobility VPN needs. They are paying to

Tulip Telecom on pay as you use basis on monthly basis. Creating new virtual machine inside AccelPro is very easy and is done in few minutes. Remote users are now able to to access their applications from their data centre from anywhere by connecting to their MPLS network with LAN like user experience.

Results

Enterprise Mobility Service from Tulip Telecom became win-win situation for everyone. Their MPLS customers can go mobile within few minutes and access their MPLS VPN on the go from anywhere and any machine. At the same time they do not need to invest on costly SSL VPN solution in the beginning and avoid power consumption and internet lease line.

> **"AccelPro platforms are most performing, scalable and easy to use, making them perfect choice for ISP environments. Client Login time of less than 5 seconds makes it an attractive value proposition for launching Enterprise class service to our customers"**
>
> - Manish Tripathi, Product Manager, Tulip Telecom

They also need not to worry about maintenance of the solution inside their premises. They can simply buy the SaaS from Tulip and pay per user per month and can access their corporate applications in a well secured way from anywhere along with best end user experience. Various Access Control policies are also one of the feature which Tulip is offering along with this service. Multiple groups can be created within each virtual machine and different access can be given to different people. Different user portals can also be created for different groups for the same customer. Administrator of the end customer can download the detailed reports for his user activities. Waiting to start VPN clients and waiting for application pages to get opened is a thing of past for remote users. Lot of time is now saved for some employees in travel, as they can access their MPLS Cloud from anywhere. Using the service, end customer

employee's productivity has also improved. Using this service end customer can provide access to multiple applications on real time basis but at the same time achieving complete network security.

> **"Capability of AccelPro Solution to create multiple virtual SSL VPN machines inside single hardware along with better performance became the decisive factor for us to go with them as other vendors failed to achieve so"**
>
> Manish Tripathi, Product Manager, Tulip Telecom

With the rich features set of secure remote access solution along with WAN Acceleration as a part of this service, Tulip has taken a big lead into Cloud Computing domain. With the launch of this service, Tulip existing customers can actually access their applications eventually not putting their applications in the public cloud but mobilising their MPLS VPN which has made this offering innovative and one of its kind making it successful. Using AccelPro Virtualization Enabled solution, this service has become very cost effective and providing much better ROI to end customer and Tulip Telecom as well.

For More Information

To find out more about AccelPro Technologies products and solutions, please visit www.accelpro.net.

About AccelPro Technologies

AccelPro is a fast growing company into secure remote access solutions with innovative approach, which is transforming better technology ideas into business growth and better economies while addressing much needed requirement for faster secure remote access solution. AccelPro delivers next generation of SSL VPN solution which has revolutionized mobility VPN market. Additional information can be found at www.accelpro.net.

To purchase AccelPro solutions, please contact your AccelPro representative at +91-120-4155514 or authorized reseller.