



---

## CASE STUDY: REZOLVE GROUP

---

### **FatPipe Fails-over VoIP calls using and Replaces need for Expensive MPLS with QoS**

The Rezolve Group is a pioneering technology and services company that provides post-secondary student financial aid for 6,800 colleges and universities. Rezolve Group issues more than \$199 billion of student aid from hundreds of federal, state and military aid programs as well as thousands of other institutional aid programs for approximately 14 million people annually.

The company setup Voice over IP (VoIP) telephony services to support its massive call center to support students and corporate clients. Processing over a quarter million applications a year requires a lot of talk time and computing power. Rezolve Group averages approximately 1.25 million calls a year for a total of about 10 million minutes in total talk time. VoIP systems are far more sensitive to transient, quick outages over a WAN, which creates terribly costly issues for companies like Rezolve who are dependent on VoIP to complete business. Jitters in a line would not take down email, but would interfere and drop VoIP calls; over two tenths of a second, calls were dropped.

#### **SOLUTION OVERVIEW**

##### **SITUATION**

Rezolve Group VoIP calls were being dropped due to intermittent failures and disruptions on its nationwide WAN. Business was halted, customer satisfaction was negatively affected, and the company was losing money.

##### **SOLUTION**

Rezolve installed FatPipe at all main locations – three in High Availability mode – to failover VoIP and other mission critical traffic. The Company uses FatPipe QoS to define and prioritize traffic and utilizes source or destination routing techniques to guarantee bandwidth for its most important applications.

##### **BENEFITS**

All calls were failed-over without being dropped. Rezolve Group replaced most of its MPLS network with much higher speed Internet lines for the same cost, making its network faster, more efficient and more reliable.

Its two call centers act as one. Calls coming into the California office could be answered in California or in Kansas. Likewise, when the network went down in California, all the calls in Kansas were dropped, too. It happened four times a week – 48 failures in one year – and was crippling business flow and directly and negatively affecting revenues. Rezolve needed VoIP redundancy that would automatically failover calls and not drop packets. They found the solution with FatPipe MPVPN, installing 6 MPVPNs at offices around the United States, three of which were setup in High Availability (unit failover) for a total of 9.

Rezolve was using two identical MPLS networks to maintain Quality of Service (QoS routing) to prioritize VoIP traffic. With FatPipe, Rezolve Group no longer was tethered to its expensive MPLS network. IT replaced most of its MPLS with multiple fiber 100 mbps connections for the same cost of 4 - 6 mbps MPLS lines. Using FatPipe's QoS, Rezolve created policy routes that prioritized VoIP traffic and other mission critical traffic, such as email and remote accessing of databases, guaranteeing bandwidth for specific applications. "We love FatPipe's QoS because it allows us to prioritize a specific application to a destination. We can cherry pick packets out of a plethora of data of best effort traffic," said Robert Reeder, CTO of Rezolve.

When jitters or interruptions occurred over the lines, calls were maintained not dropped, and business continuity as well as customer satisfaction went through the roof. Depending on the location, calls failed over between Internet lines or from an Internet line to an MPLS. The company also saved thousands of dollars a year just on line costs, let alone the money saved from keeping calls up to complete business transactions. "FatPipe's robust QoS allowed us to move to a more competitively priced circuit with much higher bandwidth at no additional cost over what we were spending on MPLS circuits," Reeder. "The FatPipes paid for themselves within a year."