

## Sterling Internet Solutions Secures New VoIP Offering with Juniper Networks

**Organization:**

Sterling Internet Solutions, a full-service Internet Service Provider

**Industry:**

Internet ISP

**Challenge:**

Finding a secure and assured VoIP security solution

**Solution:**

Juniper Networks firewall and VPN appliances

**Benefits:**

- Secure and assured networking for VoIP solution
- Increased productivity
- More productive, more competitive and more profitable business

Founded in 1997, Sterling Internet Solutions is a full-service Internet Service Provider (ISP) that has experienced phenomenal growth at a time when most of its rivals have gone out of business. Based in Portland, Oregon, the company's success can be attributed to its commitment to quality and innovation in all aspects of its business. From recognizing and incorporating the latest technological improvements into their ISP hosting solutions to providing their customers with a consistently superior level of service, Sterling strives to be the best at all that they do.

Sterling president Tom Gillihan describes the company's core philosophy by saying, "One of our chief goals is to make our clients more productive in what they're doing and a large part of that involves constantly improving the range and quality of the services we provide." With features like filtered Internet access and design solutions for LAN, WAN, MAN, wireless and virtual private network (VPN) applications, the company brings its core philosophy to life, enabling its customers to spend more time focused on what's important to them.

With significant advances occurring in recent years in the field of voice over IP (VoIP) technology, Sterling recognized the need to augment their existing product line with high-quality, reliable and affordable VoIP services. In order to do this, they knew they would have to come up with a technological solution that would allow their customers to transition seamlessly from tradition phone systems to the Sterling hosted VoIP solution.

*"To survive in our business, you've got to be innovative and you've got to stay focused. Juniper products help us maintain that edge by providing secure and assured solutions and stellar customer support."*

**Tom Gillihan**  
President  
Sterling Internet Solutions, Inc.

**The Solution**

When it came to choosing a network security vendor for its VoIP solution, the decision was an easy one for Sterling's IT and management staff. As CTO Bill Anderson puts it, "For five years, we'd been treated to outstanding support and top-quality products from Juniper, so there was never any doubt we'd go with their VoIP security solution, too."

In setting up the security component of its VoIP solution, Sterling invested in a range of Juniper Networks firewall and VPN solutions. In its main office, the IT team installed multiple NetScreen-204 appliances, which offer up to 400 Mbps of throughput and 200 Mbps of 3DES VPN performance with support for 128,000 sessions and up to 1,000 VPN tunnels. Providing secure and assured firewall and VPN protection, the appliances form the backbone of Sterling's network security system.

Sterling Internet Solutions also relies on Juniper Networks NetScreen-5GTs, which are integrated into all of Sterling's customer VoIP solutions. NetScreen-5GTs offer up to 75 Mbps of firewall throughput and up to 20 Mbps of 3DES IPsec VPN performance. With embedded antivirus protection, the appliances provide a fast, safe and reliable connection between customer sites and Sterling's hosting facility.

**The Benefits**

Sterling's decision to trust in Juniper Networks technology has proven to be a profitable one. Anderson stated, "Juniper Networks security products have been crucial for our VoIP offering. The appliances are so flexible and have such amazing interoperability, we're able to adapt them to fit whatever networking challenges we're faced with as we upgrade our customers to our hosted solution."

Increased visibility inside the IP network enables Sterling's IT group to control traffic flow down to the specific application level. This allows sensitive traffic, such as voice, to be treated as a higher priority than non-sensitive traffic such as email. The result is more efficient handling of voice calls across the network, even under the most stressful of network conditions.

With more than 800 customers signed up for the Sterling hosted VoIP solution to date, the Juniper Networks solution enables Sterling's IT and support staff to focus on serving the needs of its customers, not the needs of its networking system. The result is a more productive, more efficient business environment. Gillihan concluded, "To survive in our business, you've got to be innovative and you've got to stay focused. Juniper products help us maintain that edge by providing secure and assured solutions and stellar customer support."



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