BELGIAN HOSTING PROVIDER COMBELL DELIVERS ON TOTAL CUSTOMER COMMITMENT WITH OPEN, SCALABLE NETWORK

Summary

Company:
Combell (a team.blue company)

Industry:
Web Services

Business Challenges:
Provide an exceptional customer experience for ultra-reliable hosting and managed services as the company expands across Europe.

Technology Solution:
- *MX480 Universal Routing Platform*
- *QFX10000 line of Switches*
- *QFX5000 line of Switches*
- *EX4600 Ethernet Switches*

Business Results:
- *Delivered on brand promise of reliable Web hosting for businesses both big and small*
- *Scaled infrastructure to meet rapid growth*
- *Automated 80 percent of infrastructure provisioning to deliver infrastructure services faster and at a lower cost*

Combell is obsessed with its customers, guaranteeing satisfaction or their money back. It offers hosting, e-mail, applications, and managed services with free support, day or night, and even on holidays. The Belgian company relies on Juniper networking to deliver fast, reliable, and secure digital services to companies of all sizes.

Combell hosts one-third of the websites in Belgium, the Netherlands, and Luxembourg, and is planning for phenomenal growth as it expands across Europe.

When the company launched in 1999, it offered basic website hosting and domain name registration. In 2019, Combell merged with TransIP and Register Group. The combined entity, known as team.blue, serves more than 2 million customers across Europe and is valued in excess of $1 billion.

Combell operates 10 data centers throughout Europe and provides hosted Microsoft Office 365 and managed services such as private cloud, infrastructure services, dedicated connectivity, business continuity, and IT advisory services.

Rapid Growth Demands Scalable Infrastructure

Delivering exceptional network performance and reliability is central to Combell's customer promise. The company needed to ensure that it had a reliable, scalable network infrastructure to uphold its money-back guarantee while supporting rapid expansion.

Combell switched to Juniper Networks to take advantage of the simplicity and sophistication of Juniper's portfolio of solutions.

"We want to provide the fastest and most reliable performance available," says Arne Van Theemsche, network and Linux system engineer at Combell. "The Juniper network is the glue in our whole story."

Juniper Networks® MX480 Universal Routing Platform forms the heart of Combell's network core, providing reliable, high-performance connectivity between its 10 data centers. Within those data centers, Combell uses Juniper Networks QFX10000 and QFX5000 lines of Ethernet switches for a very dense, highly scalable core network. Juniper Networks EX4600 Ethernet Switches provide 10GbE top-of-rack switching.

"The Juniper network is the glue in our whole story."

- Arne Van Theemsche, network and Linux system engineer, Combell

Having an open, scalable infrastructure was critical, so Combell deployed the Ethernet VPN-Virtual Extensible LAN (EVPN-VXLAN) framework for agile, efficient connectivity within and across its data centers. EVPN/VXLAN decouples the physical underlay network from the virtual overlay, simplifying Layer 2/ Layer 3 connectivity between the servers deployed in Combell's data centers while maintaining a consistent underlay architecture.

The agility that comes with an open, scalable infrastructure has allowed the company to grow rapidly, both organically and by successfully migrating customers from its acquisitions to its state-of-the-art infrastructure.

"The Juniper network has helped us support our recent mergers because we can scale our network more efficiently," Van Theemsche says.

Automation Fuels Efficient Growth

As the number of customers grew and requests for configuration updates started to stack up, the Combell network team turned to network automation to improve the customer experience from the start.

Junos® OS, the network operating system that runs across all Juniper routing, switching, and security platforms to provide a One Junos Experience, enables Combell to easily automate network configurations and operations to provision infrastructure services with streamlined precision and greater efficiency.

"Junos OS is really advanced," Van Theemsche says. "Automation is really important for efficient growth, and we can easily integrate our automation based on Python and Ansible with Juniper's APIs and libraries."

An online portal, backed by automation, speeds service provisioning. When customers enter the My Combell portal, they can set up the virtual machines, storage, and networking they need. A full 80 percent of network requests are now automated.

"Before adding automation, the time between when a person made the network request and the provisioning could take anywhere between one and eight working hours," Van Theemsche says. "Today, it takes about one minute. The time we save is quite a big win for us."

Enabling Digital Futures for Businesses

Backed by its parent company team.blue, Combell aims to expand across Europe while maintaining its goal to be best-in-class and maintain its focus on customers.

"We want to be a digital enabler for businesses, and we will continue to turn to the most advanced technologies available," Van Theemsche says. "We want to be known for using the best and most innovative technologies across our network."

With an open, scalable Juniper infrastructure, Combell and team.blue can uphold its promise to millions of customers.

For More Information

To find out more about Juniper Networks products and solutions, please visit www.juniper.net.

About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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