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UST Global®

UST GLOBAL ACCELERATES DIGITAL TRANSFORMATION FOR THE GLOBAL 1000 WITH A CLOUD-GRADE NETWORK

Summary

Company:
UST Global

Industry:
Technology

Business Challenges:
Build highly available, scalable, secure global network to support IT service delivery

Technology Solution:
- *SRX5400 Services Gateway*
- *MX960 and MX5 5G Universal Routing Platforms*
- *QFX5100 Switch*
- *EX4300 Ethernet Switch*

Business Results:
- *Improve operational and capital efficiencies of global network to support IT service delivery*
- *Enable a competitive advantage with state-of-the-art delivery centers and campus network*
- *Adapt to changing IT services and develop new practice areas*

UST Global is a leader in digital transformation, enabling Global 1000 companies to offer innovative customer experiences, streamline operations, and drive business value. UST Global, which operates with the philosophy of "fewer clients, more attention," has a strong commitment to high-quality services and long-term client success. The company, which is headquartered in California and has significant operations in India, has more than 18,000 associates worldwide.

Business Challenge

To accelerate clients' digital transformation, UST Global needed a state-of-the-art, cloud-grade network as the underpinnings of its global IT infrastructure. The company, which reported $1.2 billion in consolidated revenues in 2016, is growing rapidly. It operates in more than 20 countries, and it is expanding geographically and into new vertical markets like hospitality, logistics, and insurance in addition to its core sectors of retail, banking, and healthcare.

"We introduced Juniper security into our network infrastructure seven years ago," says Praveen Raveendran, director of infrastructure services at UST Global. Using Juniper Networks® SRX Series Services Gateways enabled the consolidation of security, routing, and switching into a single platform to connect and secure branch offices in North America. "Our success with the SRX Series platform gave us confidence to test additional products from Juniper," says Raveendran.

The confidence ultimately led UST Global to deploy Juniper networks around the world. UST Global built a stunning new campus in Trivandrum, Kerala, India to support the company's rapid growth. The 36-acre location has five LEEDS Platinum-rated office buildings, a cloud-grade data center, a hospitality center, and a sports and cultural complex. It is home to 4,000 employees, with ample room for growth. UST Global needed a high-performance, highly scalable network with a clear support for open standards so it had the freedom to choose the technologies that were the best fit for its business.

Technology Solution

"At UST, innovation is our core value that enables us to stay ahead of the curve," says Raveendran. "In our pursuit to bring in agility, openness, and performance combined with operational ease, we have found a Juniper solution to be the best fit. Our partnership with innovators like Juniper has enabled us to focus on our core business."

UST Global determined that Juniper delivered a future-proof, best-in-class networking solution. UST Global deployed Juniper Networks solutions for campus and data center networking at its Trivandrum complex. It also uses Juniper routing, switching, and security at customer delivery centers and offices across the U.S., Europe, Latin America, and Asia.

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- Praveen Raveendran, Director of Infrastructure Services, UST Global

Data Center

UST Global built a cloud-grade network for its Trivandrum campus using Juniper Networks QFX5100 Switches. With a cloud-grade network, the data center is open, easier to configure, flexible, and resilient. The data center runs a broad variety of enterprise applications, as well as virtual desktop infrastructure (VDI), unified communications, and high-definition video. The data center supports the development and delivery of applications and services to clients, including business process outsourcing. It's also home to the company's disaster recovery service.

"The Juniper switching that supports our virtualized server farm stands out from a reliability and high availability perspective," says Ranjith Ravindran, system architect at UST Global. "With Virtual Chassis Fabric, we can manage 10 racks as a single switch. In addition, with unified in-service software upgrades, we have upgraded the switches and we haven't experienced a minute of downtime."

The 10/40GbE QFX5100 Switches are configured in a Virtual Chassis Fabric, a low-latency, high-performance fabric that simplifies configuration and management. Virtual Chassis Fabric has significantly improved the performance of UST's Citrix virtual desktop infrastructure (VDI). Predictable low latency is critical for demanding applications like VDI, voice, and high-definition video. With QFX5100 switches, the IT staff can provide network connectivity from the spine or leaf switches, and connecting VDI servers and load balancers to the spine of the Virtual Chassis Fabric reduces the number of hops from VDI servers to the users, which improves the user experience.

Juniper Networks SRX5400 Services Gateway provides next-generation firewall services for its data center. The SRX5400 Services Gateway provides connectivity, performance, and service integration that meets or exceeds the needs of today's most discerning security practitioners. It is an open and scalable security platform with integrated next generation firewall services to protect UST Global against today's threats.

Campus

UST Global deployed Juniper Networks MX960 5G Universal Routing Platform as the core of its Trivandrum campus network. The MX960 router was chosen for high performance, high density, and ability to scale. The MX960 routers run firewall, IPSec VPN, and Network Address Translation (NAT) to meet the company's current and future needs. The MX960 supports more than 40 100GbE interfaces and hundreds of 10GbE interfaces to ensure investment protection for future growth.

Each building floor has four wiring closets, which are equipped with Juniper Networks EX4300 Ethernet Switches for access switching. An EX4300 switch can provide up to 320 Gbps of Virtual Chassis capacity, providing plenty of headroom for expansion. The EX Series Ethernet Switches, in a Virtual Chassis configuration, simplify network operations and maintenance. As an open solution, the EX4300 switches integrate easily with the company's Aruba wireless access points and Cisco IP phones as well as environmental sensors for its intelligent building management system.

WAN

UST Global deployed Juniper Networks MX5 Universal Routing Platform around the world. Acting as border gateways, MX5 routers connect to the company's MPLS WAN and its direct and public peers and cloud services. The MX5 is a compact and full-featured router with high-density connectivity that can be upgraded non-disruptively through 80Gbps.

Having Juniper Networks Junos® operating system, which spans routing, switching, and security devices, both physical and virtual, delivered significant value to simplify network operations. Junos OS automates network operations with precision, ensures operational efficiency, and frees up time and resources so that IT can focus on more strategic work than network configuration and maintenance.

Business Results

"With massive digital transformation, ideation to product delivery is a lot closer and more agile," says Sunil Kanchi, CIO of UST Global. "We, at UST, are passionately bridging the gap between business and IT by adopting massive automated policy frameworks. A Juniper solution has helped us in this journey by designing a truly cloud-grade network infrastructure."
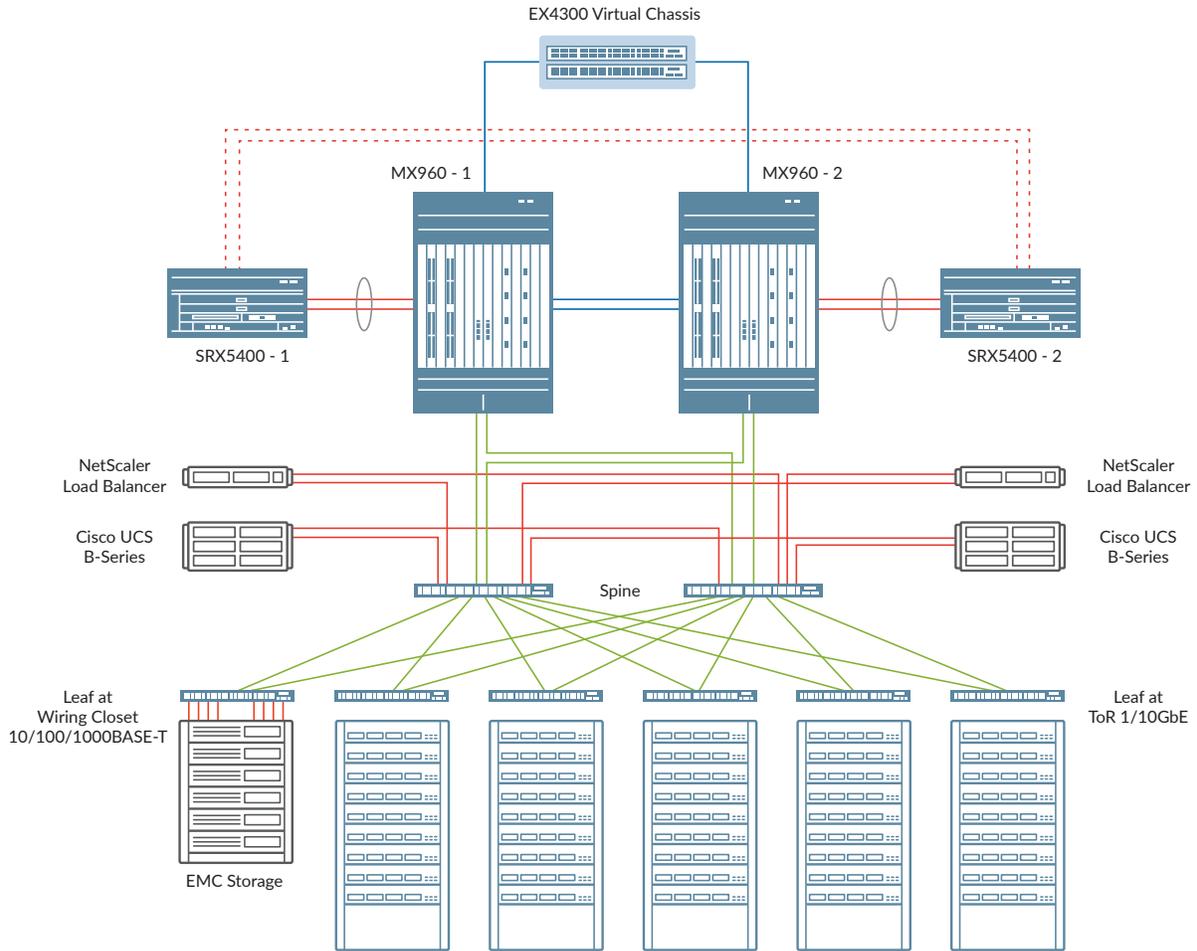
Figure 1: UST Global network.

UST Global's employees depend on state-of-the-art Juniper networking for fast, secure access to their applications and to deliver IT services to clients. The company's four data centers in the U.S. and India run on Juniper. More than half of its 45 global delivery centers—in Mexico, the U.S., Manila, Singapore, Malaysia, China, Spain, and the United Kingdom—also run on Juniper.

High-performance, highly available, secure connectivity is essential to IT service delivery, but UST Global built more than a network with Juniper. User satisfaction is at an all-time high—and the improvement is clear to clients as well. "The CTO of one of our customers shared that he was very pleased with the advantages Juniper provides," says Raveendran. "Using Juniper enables us to be more innovative and flexible to deliver IT services to clients around the world."

Network operations are so simple that three staff members run the entire network. "Juniper solutions are operationally simpler, and that allows us to free up resources to leverage other innovative solutions across the IT infrastructure," says Raveendran.

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- Sunil Kanch, CIO, UST Global

UST Global takes a best-of-breed approach for IT infrastructure, which enables it to innovate faster and less expensively. "Juniper has consistently proved that their solutions work extremely well in a multivendor environment," says Ravindran. "All of our wireless, voice, video, and network access control

solutions work seamlessly with the underlying Juniper network gear. This gives us the ability to run a best-of-breed network infrastructure."

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- Ranjith Ravindran, System Architect, UST Global

Next Steps

UST Global leverages its cloud-grade network to accelerate digital innovation for its clients. It plans to further its use of network automation and orchestration, which it expects will deliver additional operational efficiencies. "Automation is our next objective," says Raveendran. The team is looking ahead to Juniper's Software Defined Secure Network as it creates private cloud services for its clients. As it expands as a global IT services provider, UST Global can be confident that it has a smart, secure, and open network from its local offices to its global data centers and to the private cloud.

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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