



CASE STUDY

A SFA-Certified Fintech Company Streamlines its Telecommunications and Network Security with LGA's Next-Gen Managed Solutions

The Company Landscape of Challenges

The system resiliency of their telecommunication network was not strong.

The fintech company was using a single telco (one of the major telcos operating in Singapore) that did not provide a holistic suite of solutions for broader network coverage. It also didn't address their network resiliency challenges.

As a result, their system would remain inoperative for quite some time whenever their telecom provider faced network downtime.

There was no 24x7 managed network and security monitoring system in place.

The fintech industry company lacked proper monitoring of their telecommunications infrastructure as they did not have managed IT service provider who would monitor the internet/intranet lines 24x7 and ensure that their day-to-day operations were online. This made the network more vulnerable to security threats.

They needed a managed network monitoring solution and an effective defense mechanism against emerging targeted attacks.

The time to issue resolution was higher due to lags in the network.

Earlier, when their customers called for support concerning their payment terminals, the company couldn't resolve their customer issues immediately as they only had internet lines with one telco without failover solution. So whenever the telecom line was down, their response time to end-customer was delayed as their telecommunications service provider would take hours to resolve their line issue.

LGA's Next-Generation Solutions

The proposed next-gen solutions of LGA helped the fintech company overcome the challenges mentioned above and improve network performance for enhanced customer experience.

"Leading telcos generally do not come up with a proposed solution. They just implement whatever they've collected in customer query forms or as per our suggestions and perform business as usual (BAU). They do not take the extra mile and recommend what might be more efficient for us or an out-of-the-box solution that is not in our knowledge. In this respect, LGA stands out as it comes in with a comprehensive suite of proposed solutions that addresses all the challenges experienced before."

- Spokesperson, the Fintech Company

Solutions Used

- NetDefense
- Point-to-Point Intranet Solution
- Managed MobilePlus SIM
- Distributed Denial-of-Service (DDoS) Protection

Business Impacts

- Zero downtime due to presence of backup connection from different telco
- 20% increase in overall customer experience due to on-time resolutions and prompt service

NetDefense Solution for End-to-End Managed Network Security

In order to eliminate operational outages and establish a secure, robust network framework, the company opted for LGA's fully managed NetDefense solution. The solution not only provided a highly redundant, telco neutral network but also enabled the organisation with next-generation capabilities such as:

- unified threat management,
- intrusion prevention system,
- event and log management, and
- high network availability at all times.

The solution deployed across the company's infrastructure inspected, identified, and protected their network and its business-critical assets against internal-external security vulnerabilities or threats.

To attain a comprehensive network security posture, NetDefense has been implemented across two data centres of the fintech company. Moreover, LGA provides its best-in-class network security expertise and 24x7 available technical and monitoring support for business continuity.

Intranet Point-to-Point Solution

LGA's Point-to-Point intranet solution was also implemented with two different telco lines where it enabled the company to access and control their servers between two data centres even when the connection within one data centre was facing downtime.

The MPLS Intranet of LGA, placed between the two data centres, allows the servers in the data centres to act as a backup to each other in case of disaster. When one of them is facing downtime, the other one continues to function. This enables the fintech company to access all the data and applications from both data centres without any interruption.

The MPLS Intranet solution provided by LGA also ensures that dedicated access and a more privatised connection is provisioned to the company for mission-critical applications with minimal latency. Such private connections divert any malicious traffic that might be encountered in a public one. It safeguards the payment process from any third-party involvement and secures high-end confidential information provided by the customer.

Fully Managed DDoS Protection

Being a provider of e-payment solutions, the fintech company was exposed to cybercriminals that invoke denial-of-service attacks, disrupting or suspending transaction services. LGA's DDoS Protection service and technical capabilities are based on both internet and VPN connections. This connection also interacts with public IPs and encounters unwanted traffic attacks sourcing from both internal as well as external traffic.

Thus, DDoS analyses all threats in real-time and prevents any malicious data from flowing through their networks, ensuring that end-users remain satisfied and undenied of their services.

Managed MobilePlus SIM Solution

LGA provides a specialised SIM backed by a 4G connection for enabling safe transactions to the fintech company. They offers it further to their customer bundled with their payment service device. The 4G mobile connection is private and integrated with the MPLS intranet provided by LGA, ensuring a prompt and efficient payment transaction update through the company's payment gateway service to banks. Hence, it enables them to provide chaos-free e-payment services.

Since LGA is a Telco-neutral service provider that offers SIMs from different mobile network operators, it has the capability to ensure redundancy for the company payment device's mobile connection and fulfils business contingency required by the payment services.

LGA's Mobile and Fibre Intranet allows a privatised connection for transactions to be completed seamlessly as payment details are highly confidential data. It diverts the public mobile connection and enable payment service to be solely established on private network connections.

Business Impact: Key Benefits Garnered by the Fintech Industry Company

Now, there is no occurrence of downtime leading to an uninterrupted business system. In case the telco goes down during the operations, LGA reroutes the traffic to a different connectivity line or telco.

"The proposed network solution has filled in the gaps within the system and helped us achieve near-zero network downtime for fast, efficient service."

Solutions provided by LGA have resilience and redundancy, which help the fintech company to curb unnecessary stretched resolution time to their customer issues. In case a link goes down, there is always a backup connection line from another telco in place to keep the business running while the issues are being resolved in the backend.

The company has witnessed an overall 20% increase in customer experience, which indicates a good set of metrics. Using LGA's NetDefense, they encounter near-zero downtime and can provide prompt service, including on-time resolutions to their customers.

Value Addition

LGA's next-generation solutions enabled the fintech company to extend its business capabilities in terms of network resilience, mobile connectivity, overall infrastructure security, and cost-effectiveness.

Contact Us

LGA Telecom Pte Ltd
33 Ubi Avenue 3
#08-53 Vertex (Tower A)
Singapore 408868

Tel (65) 6892 2308
Email: sales@lgatelecom.net
Website: www.lgatelecom.net

