

CASE STUDY

# B. Riley Wealth Management

## Digital transformation with managed SD-WAN.

B. Riley Wealth Management, formally known as Wunderlich Securities, had a decentralized telecom system that was difficult to manage, costing them time and money. Being in the financial industry, the firm required an absolutely reliable, resilient and secure system, with more controls and reduced cost.

### Customer

Headquartered in Memphis, Tennessee, B. Riley Wealth Management provides comprehensive wealth management and brokerage services to individuals and families, corporations and non-profit organizations, including qualified retirement plans, trusts, foundations and endowments. With 650+ employees, B. Riley Wealth Management has 24 offices in 12 states and manages over \$10 billion in client assets.

### Challenge

After years of expansion, B. Riley Wealth Management's telecom system had become overly complicated and increasingly unreliable with neither centralized monitoring nor management, while its monthly operational costs skyrocketed. Each office procured its phone systems and broadband from different carriers. This resulted in a decentralized system, processing multiple invoices from multiple carriers, numerous customer service contacts and little to no insight into total overall telecom spend. Additionally, broadband considerably varied per location with different types and speeds. B. Riley Wealth Management required that new system integration have 100% uptime during and after installation and be managed and monitored by a single vendor.

For more info, contact your MetTel agent or visit [mettel.net](http://mettel.net).



### Summary

#### COMPANY PROFILE

- A large financial services company
- 24 offices in 12 states, 650+ employees
- Manages over \$10 billion in client assets
- Client since 2009

#### CHALLENGE

- No centralized monitoring or management
- Multiple carriers, disjointed telecom ecosystem
- Lack of broadband at every location
- Needed the highest security and reliability
- Business continuity assurance

#### FEATURED SOLUTIONS

- Managed SD-WAN with High Availability: Increases network availability by providing real-time failover
- Disaster Recovery: SD-WAN uses multiple circuits, including 4G backup, providing network resiliency and redundancy
- Cloud Firewall: Next-generation security with content filtering
- Cloud PBX: Upgraded all users to IP voice
- Bruin Platform: Manage inventory, usage, spend, reporting and repairs with one customer support team

#### KEY RESULTS

- \$324,000 in annual telecom savings
- \$35,000 savings in the first week of deployment by reusing telecom equipment



## Solution

MetTel began by looking at the B. Riley Wealth Management's entire telecom infrastructure with a two-pronged approach:

- 1) Using as much existing equipment as possible
- 2) Deploying a resilient, redundant and managed system in line with the firm's goal for digital transformation.

MetTel deployed a system-wide solution, including a managed SD-WAN with High Availability (HA), which was up-and-running in less than one week. It provides the highest uptime with multiple circuits and 4G backup for disaster recovery. MetTel deployed Cloud Firewall to protect B. Riley Wealth Management's network and provide content filtering. MetTel helped the company achieve digital transformation with a VoIP solution that immediately lessened telecom costs associated with opening new locations. These upgrades provided increased real-time functionality with more security and increased system redundancy and resiliency. Only MetTel could offer this managed SD-WAN solution with the highest-level of reliability. MetTel interconnects with many MPLS carriers via network to network interfaces into five fully redundant SD-WAN gateways located around the country. All systems are monitored and managed by MetTel certified technicians and are centrally managed through the Bruin platform, which also manages inventory, usage, spend, reporting and repairs and provides knowledgeable customer support.



### ABOUT METTEL

MetTel is a leading global provider of integrated digital communications solutions for enterprise customers. By converging all communications over a proprietary network, MetTel enables enterprise companies to easily deploy and manage technology-driven voice, data, wireless and cloud solutions worldwide. MetTel's comprehensive portfolio of customer solutions boosts enterprise productivity, reduces costs and simplifies operations.

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## Results & Impact

### MANAGED SD-WAN & IP TELEPHONY

The company's internet connections now come from multiple sources—phone line, DSL, cable and broadband—which provides much more bandwidth than before and nearly eliminates downtime. Bonded MPLS increases throughput and 4G backup provides disaster recovery. And, SD-WAN provides QoS to ensure crystal-clear VoIP calls.

### BRUIN PLATFORM

Because of MetTel's easy-to-use communication management platform, the company now receives one invoice for its entire telecom ecosystem, has complete visibility into their inventory, can easily order/change their services and has the support of a dedicated customer service team. B. Riley Wealth Management now concentrates on wealth management while MetTel concentrates on their complete communication system.

### ON TIME, ON SCHEDULE & ON BUDGET

MetTel deployed the SD-WAN within one week, with no downtime, and B. Riley Wealth Management began realizing positive ROI right away, and has better connections for less cost. And, most importantly, their network is more secure, more reliable and more resilient. MetTel technicians manage and monitor their SD-WAN so the firm can focus on their customers' finances.

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"We were impressed that SD-WAN service utilized both the primary and backup circuits in real time to provide seamless failover as well as combined bandwidth of the two circuits."

**Stan Heirmerl**, IT Manager

