SGS & Co

Elevating a design powerhouse's global impact with dedicated technology

SGS & Co

www.sgsco.com

- Founded in 1946
- Delivers design, graphics and production expertise to many of the world's biggest brands
- 4,700+ employees in 30+ countries
- Committed to helping brands get to market fast and efficiently

Challenges

- Maintaining a reliable, stable network
- Efficiently moving large graphics and files across the world to remote locations
- Ensuring timely, effective solutions for network problems

Solutions

- Lumen® SD-WAN optimizes performance for secure, high-speed network architecture
- Lumen® Dedicated Internet Access enables fast, efficient operations

Results

- SGS & Co can share files faster across their global operations
- Improved reliability and uptime reduces disruptions
- Increased confidence in the security of organizational and client data
- Dedicated support provides quick resolutions to issues

SGS&CO

> **As companies migrate into the cloud, the network becomes critical. Lumen understands this and provides solutions to fit your business needs."**

— **Haji Dzemaili**
  Vice President of Global Infrastructure and Operations, SGS & Co

Current Lumen customer compensated for their endorsement

LUMEN®

Challenge

Tackling network instability for global brand impact

Delivering high-quality design, graphics and production services to some of the world's biggest brands requires lightning-fast speed and seamless connectivity. SGS & Co works to shift brands to impact, but inefficient operations proved to be a stumbling block.

Issues with previous ISPs severely impacted their ability to maintain smooth operations and meet the needs of their global hybrid workforce.

With timely delivery of services central to ensuring customer satisfaction, SGS & Co sought a reliable and responsive technology partner capable of offering high-speed, resilient network architecture and exceptional support to help ensure consistent business operations and drive innovation.

Solution

Crafting a seamless and high-performance network infrastructure

SGS & Co adopted a tailored suite of Lumen solutions, including Lumen® Dedicated Internet Access (DIA) and Lumen® SD-WAN, which allows them to move large graphics and files reliably, enhancing productivity for a global workforce. Alongside SD-WAN, the network benefits from enhanced security measures that bolster the safety of internal and client data.

During the implementation, SGS & Co became familiar with their dedicated support team, who quickly remediated issues and allowed the team to stay on track. "One of the biggest benefits of working with Lumen, hands down, is working with our dedicated account manager," says Haji Dzemaili, Vice President of Global Infrastructure and Operations for SGS & Co. "He always makes himself available, understands our business, and is always willing to help find solutions to our business challenges."

Lumen Solution Set

- Lumen® SD-WAN
- Lumen® Dedicated Internet Access (DIA)

Results and Future Plans

Blueprinting a brighter future through innovation

The new high-speed network architecture from Lumen limits the outages and performance issues that SGS & Co struggled with before. "Since partnering with Lumen, we've seen increased speed and performance at a lower cost, which has greatly benefited our global operations," says Dzemaili.

The improved network reliability and uptime reduced disruptions, ensuring consistent business operations. The Lumen support team has alleviated the burdens of security and support, so SGS & Co can spend more time creating best-in-class experiences and tangible results for clients.

"We have a vested interest in innovation and growth, and we trust Lumen to help us in that journey," said Dzemaili. "Lumen is a great partner and feels like an extension of our team."

SGS & Co plan to continue leveraging Lumen's expertise and solutions to drive further digital transformation and support their global hybrid workforce.

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