

AC Coin & Slot

“ We needed a more reliable network and a provider who understands us. The solutions, level of contact and expertise that we get from New Edge make them the ideal network provider for us. ”

**Dennis Mahon : VP of Information Technology
AC COIN & SLOT**

AC Coin & Slot specializes in manufacturing innovative casino games, dazzling casino signage and décor and other custom equipment for the gaming industry. When the time came to upgrade to a more robust, reliable and secure multisite network, a private MPLS network from New Edge Networks left nothing to chance.

Network Challenges

Founded just outside Atlantic City in 1978, Atlantic City Coin & Slot Service Company has grown to include six facilities located near casino hotspots around the country. Unfortunately, chronic performance and availability problems with their existing company-wide VPN had become a severe drag on their business. Their Las Vegas location, for example, documented 78 network outages in a 30-day period.

Making matters worse, their projects frequently require exchanging large CAD, graphics and programming files between employees at different locations. These file transfers degraded performance on the entire network, affecting productivity companywide.

“In some cases, we would essentially lose our Citrix applications while multi-gigabyte files were in transit,” explained Dennis Mahon, AC Coin’s VP of Information Technology.

The limitations of their VPN also meant that they couldn’t deploy additional network applications and services that could help them grow their business.

More Bandwidth and a Private Network

AC Coin required a reliable, robust network that could easily handle large files and heavy workloads without affecting network performance. They also wanted a network provider with the knowledge and experience to help them build and support a secure, custom solution that meets the unique challenges of their industry. Their agent, Keanetel, recommended New Edge Networks as the best provider to build that solution for them.

New Edge built AC Coin a private MPLS network that provides all of their locations with fast and reliable T1 connectivity. Dedicated Project Management from New Edge coordinated the entire installation process, and MyEdge helps ensure smooth ongoing operations and administration of their network.

Performance and Reliability

According to Bob Pikovsky, AC Coin’s Network Administrator, the biggest benefit of their new MPLS network has been the lack of downtime. Their new fully meshed network introduced high levels of network resiliency and availability that their previous network couldn’t provide.



CASE STUDY



Coin
and Slot
Service
Company

► Challenges

AC Coin & Slot required a more robust, secure and reliable network for its 6 manufacturing locations. The transfer of CAD, graphics and programming files between employees at different locations would take their Citrix application offline. The companies current VPN had chronic performance and availability problems and had become a drag on the entire company.

► Solutions

New Edge built AC Coin a private MPLS network with Class of Service (CoS) that provides all of their business locations with fast and reliable T1 connectivity. MyEdge, New Edge’s robust customer portal, allows AC Coin to track trouble tickets and monitor network utilization online.

► Results

The MPLS network introduced levels of network resiliency and availability that the former network lacked. CoS capabilities enable AC Coin to prioritize critical Exchange and Citrix network traffic over file transfers, ensuring that employees remain productive while large files move between locations. MyEdge helps AC Coin’s IT team optimize the network without adding to their workload.



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CASE STUDY



Plus, their MPLS network's Class-of-Service (CoS) capabilities enable them to prioritize critical Exchange and Citrix network traffic over file transfers, ensuring that employees remain productive even while large files move between locations.

Outstanding Service

AC Coin was extremely pleased with New Edge's Dedicated Project Management and how well the Test and Turn-Up team handled the installation at all of their locations.

"Customer service on the changeover was absolutely fantastic," said Mahon. "New Edge went out of its way to make sure that everything went smoothly."

In addition, MyEdge helps Mahon's IT team keep the network optimized without adding to their workload. MyEdge gives them the ability to monitor the status and utilization of network resources at a glance, quickly identify problems, initiate and track trouble tickets and perform other administration tasks for their entire network. And, their network is supported 24/7/365 by New Edge's Network Operation Center.

"MyEdge takes the weight off of our shoulders and saves us a lot of time," Pikovsky said. "Plus we know that we can make one call and things get done, rather than have to do it ourselves."

Positioned for the Future

With their increased performance, reliable bandwidth and the ability to prioritize traffic, AC Coin is now considering deploying a fixed asset software database for companywide asset management. They're also planning to introduce the capability to push antivirus updates from headquarters out to remote servers.

AC Coin hopes to open additional regional facilities in the future – including a remote datacenter for disaster-recovery protection. Their private MPLS solution and New Edge's nationwide network allow them to quickly bring new sites onto their network while maintaining the security, reliability and performance that their business demands.

► Why New Edge Networks?

At New Edge, our mission is to provide affordable, innovative network services and exemplary personalized care to foster life-long customer relationships. We enable you to focus on your core business while we manage the network infrastructure. Our customers benefit from one seamless network, one provider and one point of contact.



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