Nile delivers on the promise of NaaS for Conversational AI leader

nile

PCI Compliance and reduced TCO give them something to talk about

Uniphore is a global leader in Conversational Automation and AI. The company is experiencing remarkable investment and growth, due in part to its innovative platform which enables a better customer service experience for both customers and the agents that serve them. To achieve their goals, they have selected Nile's Network as a Service (NaaS) solution to deliver network services for their global teams.

The speed at which a secure, SLA-backed Nile network can be deployed supports Uniphore's growth both domestically and globally. It also frees up valuable IT time to focus on strategic infrastructure decision making that moves the company forward.

"Without Nile, we would have to do site surveys, design networks, order the equipment and then physically go out to rack and stack everything," explains Binu Rao, director of Global IT Infrastructure.
"Nile is a time and money saver for Uniphore."

uniphore

Industry
AI SaaS

Users
300

Region
Americas

> "Malware is always a concern, a constant worry. But with Nile's traffic isolation, we are better able to mitigate against potential malware threats."
>
> **Binu Rao,** director of Global IT Infrastructure

Challenge

- Protect customers by meeting PCI compliance standards
- Effectively utilize budget to fund network operations
- Liberate inundated IT teams
- Enable stress-free global network rollouts

Outcome

- Zero-trust network that drives Uniphore's PCI compliance
- Lower TCO with IT resources supporting business-critical initiatives
- Offload IT to focus on the business acceleration instead of network maintenance
- Seamless virtual deployment around the globe

Two-fold security burden

Given its SaaS business model and the companies it supports, it is vital for Uniphore to meet PCI compliance standards. PCI standards cover both technical and operational requirements to protect company and customer cardholder data. Secured by Nile enables Uniphore to meet stringent PCI compliance standards and uplevels the security and connectivity experiences for its workforce.

Not only was PCI compliance a top priority for Uniphore, but cybersecurity threats like malware proliferation, rogue devices and social engineering must also be addressed too.

"Malware is always a concern, a constant worry," Rao recalls. "But with Nile's traffic isolation, we are better able to mitigate against potential malware threats."

The Nile solution delivers a robust security model by default and there are no "add-ons." For example, End-to-end MACSec encryption secures against potential sniffers or rogue devices. Nile also uniquely ensures every element in the system authenticates itself, thus preventing man-in-the-middle or rogue device attacks.

No more complex configurations

The specter of configuration and lifecycle management looms large for IT departments in every company. When it comes to security patches or software upgrades, many IT pros hope the upgrade is successful while still worrying that any patches or upgrades may bring the entire network down.

"Firmware updates are so stressful. One small mistake can impact the entire company," says Rao. "Knowing Nile is managing updates and security patches and testing them before they're pushed out gives me peace of mind. I have my weekends back!"

Nile's NaaS solution eliminates IT having to spend time and money on configuration changes and the implications that change management often brings --network down-time due to human error.

With Nile, Uniphore can continue to focus on delivering its solutions to its customers worldwide.

Seamless network experiences across the globe

When the time came to open a new Uniphore office in Israel, Uniphore called on Nile to help build out its network onsite. This was no easy feat, but Nile delivered.

Using the office blueprints, Nile handled the initial site survey and along with that, planned and designed the entire network architecture. Deploying a network is never easy but when Nile did it virtually and ensured every piece of equipment was in the right place it confirmed that Uniphore could trust Nile to embrace its entire network from end-to-end.

Further, the continuous monitoring and lifecycle management that Nile provides Uniphore has delivered time and money savings, which is then put back into the business, allowing laser-focus on business-critical activities.

"We had budgeted for full-time, on-site network engineers at both the US and Israel sites. But with the way the Nile solution is working and functioning with 24/7 support, we've been able to shift away from that."

Binu Rao, director of Global IT Infrastructure

nile

"What gave me the confidence to go forward with Nile was the 24/7 support," says Rao. "Right from the start, Nile has been constantly monitoring the Uniphore network. They see problems before others do, and the network is constantly self-tuning to prevent problem areas, so our users have excellent connectivity and maximum uptime."

Reducing Network TCO

Thanks to Nile, Uniphore is making efficient use of its resources including employee productivity.

"We had budgeted for full-time, on-site network engineers at both the US and Israel sites," says Rao. "But with the way the Nile solution is working and functioning with 24/7 support, we've been able to deploy those resources elsewhere resulting in significant cost-savings for the company."

> **"What gave me the confidence to go forward with Nile was the 24/7 support. They see problems before I ever would, and the network is constantly self-tuning to prevent problem areas so our users have excellent connectivity and maximum uptime."**
>
> **Binu Rao,** director of Global IT Infrastructure

A true partner

As their market continues to evolve and grow, Uniphore is always looking for strategic partners to do things differently. Nile is that partner for Uniphore.

"Nile doesn't just make sure our network is secure and performing; they help us plan for the future, we bounce ideas off of them and they listen to and implement our feedback," he says. "The beauty of the relationship between Nile and Uniphore is that we're in it together."

The newest Uniphore site is opening soon in India and its network will be powered by Nile. Rao is confident that Nile will be there for him from site-survey to the ongoing monitoring and maintenance of a secure, SLA-backed network.

"The way Nile treats its customers makes them an ideal partner in this or any other venture," Rao recalls. "They gave us support even when problems arose outside of the core network. They went the extra mile to get us the help we needed to make sure that everything was up and running."

Additional Resource

To read more about how Nile helps businesses meet PCI compliance standards and to facilitate safe payments worldwide, click here.

nile

Visit nilesecure.com for more information.