



Modernizing wealth management services with secure, reliable network solutions

Prime Capital Financial (PCF)* offers comprehensive wealth management services to individuals and provides retirement plan consulting and financial wellness solutions for organizations. Through strategic acquisitions, they have grown from nine to 53+ locations in just under two years and continue to expand. Reliable, always-on network and voice services are critical for their business operations, so to support this rapid growth, PCF turned to Windstream Enterprise to modernize and standardize their network and security solutions.

At a glance



Industry

Financial services

Customer

53+ locations

Challenges

15+ different ISPs

Frequent network and phone outages

No backup connections

No network visibility or co-management capabilities

Legacy firewalls and VPN

Solutions

SASE with SD-WAN

Firewall as a Service

Secure Web Gateway

Secure Defined Perimeter

Cellular Broadband

WE Connect

Results

Always-on network and voice

Robust security

Centralized network management

Seamless connectivity

Significant cost savings

Navigating technological hurdles

PCF faced a variety of detrimental challenges due to their fragmented and outdated network infrastructure. To start, with network connections from over 15 different internet service providers (ISPs), managing the network organization-wide was time-consuming for their lean IT team.

The lack of secondary connections also led to frequent daily outages. With phone and network services down, employees had no way to support their clients, and IT was left scrambling, trying to contact ISPs. In addition, PCF had no visibility or control over their internet connections, making them entirely dependent on ISPs for changes. Not to mention the barrage of monthly ISP invoices that created confusion for the accounting team.

On the security side, their on-premises firewall devices lacked centralized management capabilities and required manual configuration for security policy changes. And the legacy VPN further limited employee access to office locations and devices, hindering their productivity and making it harder to effectively support their clients.

They needed a reliable, centralized, and secure solution that could support their continued business growth, and Windstream Enterprise delivered.

“SASE has improved our employee productivity and enhanced our client experience.”

Sashi Sagasekara, Cybersecurity & Info Systems Manager
Prime Capital Financial

Investing in a comprehensive solution

To resolve PCF’s outage issues and streamline the network management process, Windstream Enterprise replaced their 15+ ISP connections with a Secure Access Service Edge (SASE) solution, which includes SD-WAN. It provides dual access connections in an active/active configuration to ensure resiliency, with primary connections through Ethernet or cable and secondary connections via Cellular Broadband.

The SASE solution also includes Firewall as a Service (FWaaS) to protect all WAN and internet traffic and a Secure Web Gateway (SWG) to safeguard users from malicious traffic and website threats. This shift to cloud-based security features centralized the management of security policies, making it easier and more efficient.

In addition, PCF deployed around 400 Secure Defined Perimeter (SDP) clients to replace the legacy VPN. SDP, a feature of SASE, delivers Zero Trust Network Access (ZTNA) to dynamically enforce security policies, protecting remote and mobile users. All SASE services were integrated into the WE Connect portal, providing centralized visibility and control.

Yielding impressive returns

The transition to Windstream Enterprise's solutions has been a game-changer for PCF. To start, network-related outages were eliminated, and PCF now enjoys always-on voice and network services, significantly improving employee productivity and enhancing the client experience. And with Windstream Enterprise managing all access connections, the burden on PCF's IT team was reduced. Instead of constantly battling network issues, PCF's team can now focus on continued business growth and development.

Sashi Sagasekara, cybersecurity and info systems manager at PCF, had this to say about the new setup: "With Windstream managing our network, we have time to focus on projects that improve our business operations."

The consolidation of multiple ISPs into a single provider also simplified the accounting process. Now, PCF receives a single monthly invoice for all services. As an added bonus, replacing the ISPs and on-premises firewalls resulted in cost savings of 30%.

The SASE solution also provides a built-in advanced security framework. With its centralized management portal, PCF's IT team can modify security policies once and apply them across all traffic and locations simultaneously, eliminating the need for manual updates to individual firewalls.

Meanwhile, the SDP solution enables employees to seamlessly connect to any office location or device—no matter where they're working from—improving productivity and employee satisfaction. Users are automatically connected when traveling, and IT has a central location to manage all end-users, simplifying the process of making policy changes and updates.

The WE Connect portal gives IT complete visibility and co-management control, and PCF uses it daily to monitor network performance and security events. "Windstream's support and implementation teams have helped simplify this upgrade to SASE," noted Sagasekara. "The visibility and co-management control via WE Connect is a huge plus."

Building a future-ready portfolio

With the support of Windstream Enterprise, Prime Capital Financial successfully modernized their network and security infrastructure. The new comprehensive solution supports PCF's ongoing expansion plans and allows them to provide uninterrupted services to their clients—without overburdening their lean IT team. With a standardized, reliable and secure technology platform supporting their business needs, PCF is well-positioned for continued expansion and operational excellence.

"SASE has standardized our technology platform and enables our continued expansion."

Sashi Sagasekara, Cybersecurity & Info Systems Manager
Prime Capital Financial

Our managed connectivity, communications and security solutions are innovative. Your business outcomes are imperative.

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