

CUSTOMER CASE STUDY

BDO Belgium elevates operational efficiency with an SD-WAN solution

A secure, Internet-based WAN with Cato Networks for 950+ partners and employees across Belgium.



Secure · SD-WAN & SASE
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01 Summary

BDO Belgium has effectively collaborated with Momentum to overcome past difficulties in network management and efficiency. Previously, BDO faced challenges with WAN suppliers, such as delayed responses and poor visibility into network traffic. These issues impacted the quality and reliability of services, particularly during critical transitions like moving the contact center to a SaaS platform and integrating newly acquired companies.

To overcome these challenges, BDO Belgium transitioned to an Internet-based WAN solution provided by Momentum, including enhanced bandwidth and 4G/5G redundancy — crucial for maintaining robust, reliable connectivity for more than 950 partners and employees in Belgium, within a global network of over 110,000 in 164 countries.

KEY TAKEAWAY

BDO Belgium's transition to Momentum's SD-WAN solution significantly improved network reliability, security and efficiency — enabling better business continuity, enhanced remote workforce support and an optimized communication infrastructure.

BDO's decision was influenced by Momentum's proven track record in managing significant IT transitions with minimal disruption and its quick implementation times. The robust security features provided through the partnership with Cato Networks also played a key role, allowing BDO to maintain business continuity confidently and support its remote workforce.

A state-of-the-art telephony system integrated with Microsoft Teams and connected to Momentum's Global Voice platform has notably improved call quality and management — freeing the IT team to concentrate on strategic initiatives that foster innovation and growth.

02 BDO in general

BDO Belgium is an internationally active consultancy company with a solid reputation in financial services and complementary, specialized advice to support clients towards future-proof and sustainable growth.

BDO Belgium has 12 branch offices and is part of a strong international network with a team of over 110,000 partners and employees, active in 164 countries. BDO Belgium is growing rapidly.

KEY TAKEAWAY

BDO Belgium is a rapidly growing consultancy firm with a strong international presence, offering specialized financial services and expert advice for sustainable business growth.

950+

PARTNERS & EMPLOYEES IN
BELGIUM

12

BRANCH OFFICES

110,000

PARTNERS & EMPLOYEES
WORLDWIDE

164

COUNTRIES

03 The challenges

You can't build a jet from car parts

BDO Belgium faced multiple challenges with its previous WAN infrastructure — all of which underscored the need for more efficient and cost-effective IT solutions.

- 1** Previous WAN suppliers struggled to respond promptly to configuration and support requests, causing delays and inefficiencies in network management.
- 2** Constrained visibility into traffic and usage across the different WAN links hindered effective network management and optimization.
- 3** The transition of the contact center to a SaaS platform hit initial hurdles, such as sporadic call losses, impacting service quality and reliability.
- 4** Newly acquired companies were difficult to integrate seamlessly — a critical issue amidst BDO's rapid organizational growth.
- 5** There was an increasing need for IT solutions that provided greater value for the investment, pushing BDO to seek more cost-effective and robust options.

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Momentum has expertly enhanced our network with an advanced Internet-based WAN and state-of-the-art cloud telephony, ensuring unparalleled connectivity and streamlined communications for our evolving business needs.

Bart Naessens

ICT DIRECTOR, BDO
BELGIUM

KEY TAKEAWAY

Slow supplier responses, limited network visibility and integration difficulties prompted the need for a more cost-effective and reliable IT solution.

04 The solution

BDO asked Momentum to help with the transition to an Internet-based WAN that includes enhanced bandwidth and 4G/5G redundancy. This upgrade was crucial to ensure robust and reliable connectivity across all operations, with temporary 4G and 5G solutions guaranteeing continuous connectivity under any circumstances.

In tandem, BDO selected the SD-WAN solution from Cato Networks, renowned for its integrated security features and comprehensive capabilities for remote workers — a choice that reflects BDO's commitment to a secure and efficient operational environment, even as its workforce becomes increasingly distributed.

To further elevate the communication infrastructure, Momentum deployed a cloud telephony system seamlessly integrated with Microsoft Teams and linked to Momentum's Global Voice platform, including an advanced cloud-based attendant suite for smoother call management and customer interactions.

The entire project — from initial setup to the seamless porting of phone numbers — was completed within one month, with minimal disruption to daily operations.

KEY TAKEAWAY

A seamless transition to an Internet-based WAN with enhanced bandwidth, 4G/5G redundancy and Cato Networks security — implemented in one month.

05 So, what's the result?

BDO Belgium has successfully implemented a flexible and secure SD-WAN solution. The new network infrastructure provides a crystal-clear, in-depth perspective on network load, significantly enhancing operational insight.

Responsiveness around network changes and support issues has noticeably improved: adjustments and troubleshooting are handled swiftly and efficiently, minimizing downtime and enhancing productivity.

The SD-WAN solution is comprehensively managed and maintained by Momentum. This frees BDO's IT team to dedicate its expertise to strategic IT projects with a direct, positive impact on the business — initiatives that drive innovation and growth.



To us, Momentum is more than just a service provider; they are a dependable strategic IT partner. Their commitment to going the extra mile makes them an integral part of our extended BDO IT team.

Bart Naessens

ICT DIRECTOR, BDO BELGIUM



CONTACT US

Ready to take the next step?

Momentum is a leading managed services provider that empowers international organizations to communicate and operate securely, reliably and flexibly in today's digital landscape. As the European arm of Momentum, a global provider of advanced connectivity, communication and security solutions, Momentum EMEA combines deep regional expertise with 24/7 service for over 250 global clients.

We deliver smart, integrated solutions for connectivity, communication, network security and related professional services. Clients benefit from one point of contact, one contract, one SLA and one invoice — regardless of the underlying providers.

Operating fully carrier-neutral, we partner with over 1,400 providers and 2,200 data centers in more than 190 countries and 8,500 cities worldwide. With our own Network Operating Center, a unique Global Voice Platform and an advanced Global Control Portal, clients have full visibility and control over their digital infrastructure.

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