



# Enabling Growth and Resilience Through Networking as a Service (NaaS)

## Overview

For a long-standing provider of infrastructure development, reliable connectivity and secure access to business-critical systems are fundamental to their daily operations. As the organisation grew and delivery requirements became more demanding, network performance and security became an organisational priority.

The provider's existing wide area network was no longer fit for purpose. Reactive fault management, poor visibility, and inconsistent provider support placed mounting pressure on internal IT teams, eroding the capacity to manage operations proactively or plan with confidence. Instead of continuing to absorb the cost and complexity of an ageing infrastructure, the organisation partnered with Black Box to transition to a Networking as a Service (NaaS) model. This led to a shift from infrastructure ownership to a fully managed, outcome-driven service.

## Challenges

The organisation's internal IT team carried operational burden by consistently chasing fault resolutions, managing provider escalations, and absorbing the impact of slow incident response. This consumed their time and capacity, which could have been allotted to higher-value work.

Limited visibility across the network made proactive management difficult, failover was unreliable, and costs remained tied to infrastructure ownership rather than business performance.

Inconsistent security policy enforcement and delayed incident response introduced further exposure, eroding confidence in the network's capacity to underpin secure, sustainable growth. These pressures reduced organisational resilience and displaced IT leadership from strategic decision-making.

## AT A GLANCE

### CHALLENGES

- Internal IT teams overburdened by fault management and escalations
- Limited visibility across network performance, usage, and security events
- Inflexible commercial network model tied to infrastructure ownership rather than business outcomes
- Difficulty maintaining network reliability, security, and the cost control

### SOLUTIONS

- Transition to a fully managed Networking as a Service (NaaS) model with an outcome-based commercial structure
- End-to-end network ownership by Black Box, spanning design, deployment, and ongoing operations
- AI-driven autonomous management with centralised visibility
- Built-in resilience and security delivered as core service components

### RESULTS

- Established a NaaS model that replaced capex-heavy network investments with an always-on, evergreen environment
- Automated fault remediation and predictive maintenance eliminating downtime before it reaches users
- Consistent network performance and stability maintained in all locations
- Strengthened security posture and greater confidence in network availability
- Access to vendor-leading platforms and specialist expertise without the need for in-house capability

### BENEFITS

- Enabled predictable operating expenditure and long-term financial resilience
- Reduced operational burden with internal resource reallocated to strategic priorities
- Enhanced network reliability, security, and uptime across the organisation
- Offered scalable connectivity that adapts to evolving business requirements without disruption



## Solutions

Black Box delivered a NaaS model that transferred full accountability for network performance, security, and lifecycle management to a single trusted provider, within a predictable, outcome-based commercial framework.

By moving to a NaaS model, the large upfront infrastructure costs were replaced by predictable, operational expenditure that scales with business demand. The always-on platform grows with the organisation, removing the need for reinvestment cycles or operational disruption, and turning network infrastructure into an evergreen flexible service.

The organisation now consumes connectivity, security, monitoring, and lifecycle management as a unified service. Black Box assumes end-to-end ownership from design and deployment through to ongoing operations, with centralised monitoring and proactive support ensuring issues are resolved before they reach the business. Resilience and security are built into the service architecture from the ground up, instead of being procured separately as supplementary technologies.

Vendor-leading platforms are managed entirely through Black Box expertise, eliminating the need to build or retain specialist capability in-house, and transforming a complex, resource-intensive asset into a reliable, self-managing business service.

## Why Black Box?

The organisation selected Black Box for its ability to deliver measurable outcomes through a mature NaaS capability. Strong local presence, global delivery scale, and a proven managed services track record provided the accountability and technical depth required for manufacturing operations.

The engagement replaced a fragmented network environment with a resilient, managed NaaS service that supports operational stability and long-term growth. What was once a source of daily disruption is now a dependable foundation for secure, scalable manufacturing operations.

Black Box is a global leader in digital infrastructure solutions, delivering network and system integration, managed services, and technology products to Fortune 100 and top global enterprises. With a presence across the United States, Europe, India, Asia Pacific, the Middle East, and Latin America, Black Box serves businesses across financial services, technology, healthcare, retail, public services, and manufacturing.

## Result

The move to NaaS replaced unpredictable capital expenditure with stable operational costs. Improved financial predictability released budget for initiatives with direct business impact, while consolidated service delivery reduced the indirect costs associated with outages, reactive troubleshooting, and unplanned upgrades.

With Black Box accountable for network availability, security, and performance under the NaaS model, internal IT teams are no longer burdened by day-to-day network operations. Resources have been redirected to strategic priorities, and service consistency has improved across all locations.

Automated fault remediation and continuous monitoring through NaaS have removed the reactive cycles that previously consumed significant internal capacity. The service scales in line with business requirements, providing access to Black Box expertise across networking, security, and cloud-managed platforms as the organisation evaluates future technologies.