



SUCCESS STORY

DAE

Dubai Aerospace Enterprise

Dubai Aerospace Enterprise (DAE) is a global aviation services company headquartered in Dubai. DAE's leasing and engineering divisions serve over 170 customers around the world from seven offices in Dubai, Dublin, Amman, Singapore, New York, Miami and Seattle.

To maintain their competitive edge and ensure uninterrupted services, DAE sought to embrace modern technology solutions. Their aim was to transition from multi-protocol label switching (MPLS) to software-defined wide area network (SD-WAN) across their global operations and to replace their traditional PBX system with Microsoft Teams Talk functionality, capitalising on their Microsoft 365 investment.

Their pursuit led them to e& for their reliable service promises. The partnership with e& has strengthened DAE's operational stability and streamlined their communication needs.



“ For a critical service like your corporate network, you cannot afford to get your partner wrong. The expertise demonstrated during the RFP process and the trust that we quickly built up with each other resulted in a contract award. Our services have been quite seamless. e& delivers on its promises. We have a great account manager who is accessible and responsive - All the ingredients you need from your service provider. ”

Fiona Taaffe
CIO, DAE Capital

Challenges | Solutions



Challenge: DAE sought to modernise its technology infrastructure to ensure continuous, full-time system and service availability.

Solution: e& played a pivotal role in transitioning DAE from MPLS to SD-WAN, thereby ensuring consistent high availability of systems and services.



Challenge: DAE aimed to transition away from legacy PBX systems and embrace a more integrated communication platform.

Solution: By eliminating the legacy PBX system, e& introduced the Microsoft Teams Talk functionality, allowing DAE to maximise its Microsoft 365 investment and foster more effective communication.



Challenge: Finding a trustworthy partner for deploying new infrastructure services and offering a unified managed solution was paramount for DAE.

Solution: e& emerged as the trusted partner, proving their credibility with seamless service delivery, timely resolutions and comprehensive support from the team at all levels.



Challenge: DAE desired a service provider that would go beyond mere service delivery, reflecting expertise, trustworthiness, and being a partner in true terms.

Solution: e& showcased its prowess during the RFP process, building rapid trust with DAE, delivering as promised, and ensuring a consistent, accessible and responsive point of contact through their account management.

Benefits



High availability

Ensuring continuous system and service availability is vital for DAE's global business.



Streamlined transition

Seamless shift from legacy MPLS to SD-WAN and from traditional PBX to Microsoft Teams Talks functionality.



Reliable network

Outstanding network stability, backed by e&'s service commitment.



Trusted partnership

End-to-end managed solution from a partner that works harmoniously with DAE's other service providers.



Expertise & responsiveness

Access to dedicated account management and prompt resolution of challenges, reinforcing e&'s reputation as a dependable service provider.

“ One of the greatest benefits of working with e& is delivering on service promises. The stability of the network has been first-class and the accessibility to the team has been quite flawless. ”

Fiona Taaffe
CIO, DAE Capital