CITRIX®

PARTNER INSIGHTS
Ringnet

Ringnet

Region	South Korea
Partner Level	Platinum Citrix Solution Advisor (CSA)
Citrix Specialist Certified In	Networking and Virtualization
Employees	300+ IT Professionals
Website	www.ringnet.co.kr

Ju-suk Lee
CEO

Profile: Ringnet

With a successful 20-year track record in Korea across a broad range of industries, Ringnet today is driven to meet the demands of technology trends including 5G, cloud computing and the digital efficiencies the internet can deliver for enterprise and government organisations. Korea is one of the world's most digitally advanced countries and ranks third in broadband internet use for OECD nations.

With the Korean government actively encouraging organisations over recent years to adopt digital business infrastructure to meet mainstream OECD digital technology adoption levels to drive productivity, job creation and growth levels, many local organisations have been grappling with how to evolve to this new type of business model.

For many of Ringnet's clients, virtual desktop infrastructure (VDI) is one technology solution that can bring a raft of business and technology benefits - and in some instances deliver a significant competitive advantage - to organisations spanning a wide range of industries.

Partnering with clients to deliver VDI benefits led Ringnet to Citrix, who it believes is the leading vendor in the virtualisation space.

"We kicked off our relationship with Citrix in 2009 with a focus on networking and by 2010 we had established a virtualisation partnership agreement. Today we have a specialist Citrix team of 20 staff responsible for more than 20 key clients relying on Citrix solutions to transform their networking and virtualisation technology and business outcomes,"

said Ju-suk Lee, CEO.

Ringnet's unique capability to find and meet customer demand, and to leverage innovative Citrix solutions to transform the way people work and live, culminated in the prestigious 2018 Citrix Growth Partner of the Year for Korea. It's dedication to customer success set an industry-leading standard in 2018 – empowering customers to leverage Citrix solutions and build enviable growth in a competitive market.

Deep focus drives results

Ringnet operates with two teams within its Citrix division – with one team solely responsible for Citrix Digital Workspace and the other team rolling out Citrix Networking solutions. These are based on the company's very high profile, and very successful, government implementation as its foundation Citrix client.

As a Citrix Platinum Partner, Ringnet has implemented Citrix technologies inside some of Korea's largest government departments and globally recognised leading technology vendors. Early implementations of Citrix networking solutions occurred in the Supreme Court, National Tax Service and LG Group.

Following the addition of Citrix Digital Workspace VDI solutions to its portfolio in 2010 additional customers including Kangwon Land, JDC Corporation, LS Industrial Systems, Korea Educational Broadcasting System and Power Exchange benefited from a combination of Citrix solutions and Ringnet system integration expertise.

"The rollout of Citrix solutions for our customers has been based on a deep level of trust. In fact, when we requested development enhancements for Citrix Networking solutions to suit one of our primary government customers, Citrix responded by commissioning a research and development program needed to deliver the unique code and features. No other vendor met this request – only Citrix. Our client was very impressed with our joint commitment to this product challenge and we gained their long-term confidence and support as a result," Lee continued.

The benefits of partnership

The benefits of partnership are clear for Ringnet. With close collaboration with Citrix Korea, Ringnet has been able to

differentiate its technology offering and integration team skills with each customer implementation. Ringnet also takes its partnership role with the Citrix Korea team seriously – establishing a quarterly business review meeting process to assess opportunities and review the competitive landscape. Finally, the open-door policy with Citrix Korea has paid off for Ringnet – with many customers taking advantage of briefing and product demonstration opportunities to build a strong relationship between all parties.

The future of its partnership status as Platinum Partner is also pointing to strong outcomes. Ringnet has been able to introduce new technology concepts including hybrid and multi cloud solutions to its clients due to its very strong on-premise installed base. As Ringnet represents other leading technology vendors in the cloud space, clients trust their recommendation. The same goes for its ability to influence the technology stack for retail and branch customers with its in-depth understanding of the Citrix SD-WAN solution.

> "We will be leveraging the Citrix Platinum Partnership with our gold partnership status with Microsoft and Cisco, who are also strategic partners for Citrix. This will help us identify business and technology challenges and implement a complementary suite of solutions that are capable of delivering powerful outcomes for our clients," said Lee.

Citrix Workspace for Entertainment

The government remains focused on encouraging companies towards the cloud to transform working environments and give employees more flexible, and secure on-demand access to applications and computing power.

Ringnet took the opportunity of its long-term relationship with a leading player in the entertainment industry to pitch and win for a major network separation program. With a deep understanding of the network it had previously implemented, as well as the long-standing maintenance contract it had in place, Ringnet's Citrix specialists and system and security architects worked together with the customer to build an accurate strategy and implementation program. The customer had been unable to decide whether a physical or logical network separation program would be the most effective but when faced with the Citrix Workspace offering, confirmed this was the direction the company would take.

Ringnet worked with the customer to implement Citrix Virtual Apps and Desktops for 4,000 employees in a reliable internet zone to deliver a premium user experience in a highly secure setting. Employees could now have the freedom to work remotely, or on the go and with the ability of the IT team to optimise the user experience the adoption of the new program has been highly successful. For the IT team there is now a more streamlined approach to management, overheads and security with the new digital workspace environment.

Citrix Workspace for Government

With the government leading the way in building a digital economy, a government department responsible for the legislative and administrative responsibility for the citizens of Korea turned to Ringnet to solve an imminent technology issue. With its implemented solution and support program facing end-of-life it needed a new solution to improve the performance of its network. The government department had approached multiple technology vendors to develop the software code it needed to stay operational, but all rejected the invitation to participate in the technology program.

Ringnet instead chose to partner directly with Citrix, take its request for bespoke software code straight to Citrix research and development headquarters and return to Korea to jointly implement the first Korean-specific tailored code into the Citrix ADC family. This helped the government department with its cloud-migration program, whilst it still delivered high levels of availability, performance and security.

Ringnet began to implement the 190 Citrix ADC units over a two year period as the government department standardised its platform on Citrix solutions. The customer had elected to integrate Citrix ADC solutions to build a software-defined network, introducing a new level of scalable agility into the network – letting apps and software deliver the business requirements.

Leading the way with Citrix expertise

With hundreds of clients, Ringnet is proud of the way it is partnering with businesses from any industry.

"We don't segment our customers into industry verticals as we remain dedicated to being specialists across all industry," concluded Lee.

> "Our commitment to Citrix solutions and Citrix support for our goal to provide meaningful solutions to each of our clients is acknowledged by our clients. It's why so many of them trust us and trust our recommendation of Citrix technologies."

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