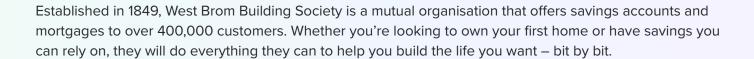# WEST BROM BUILDING SOCIETY CASE STUDY

West Brom Building Society transforms its connectivity and compliance with Managed SD-WAN from Six Degrees.

Established in 1849, West Brom Building Society is a mutual organisation that offers savings accounts and mortgages to over 400,000 customers. Whether you're looking to own your first home or have savings you can rely on, they will do everything they can to help you build the life you want – bit by bit.

Challenge

West Brom Building Society (the West Brom), a UK-based building society with over 700 colleagues and 34 branches, faced a critical connectivity challenge. The Society relied on an aging MPLS network, managed by a third-party provider who offered limited scope for modernisation. With contract renewal looming and no flexibility or improvement on the table, the West Brom found itself in a precarious position: either sign another long-term contract that didn't meet its evolving IT needs or face potential service disruption across the organisation.

In addition to the outdated network infrastructure, the West Brom was dealing with a fragmented security estate, legacy firewalls at its data centres, and inconsistent support experiences. With aspirations to shift towards Software as a Service (SaaS) adoption, cloud enablement, and branch-level digitisation, it was clear they needed a technology partner to deliver a secure network that would ensure continuity, while protecting its customers at all times – ultimately putting the West Brom on a path to offer their customers more choice in how and when they want to be served.

Solution

Six Degrees stepped in at a critical moment to deliver a rapid and strategic network transformation, and our Managed SD-WAN service was deployed across all branches, head office, and dual data centre locations including a disaster recovery site. The goal: create a secure, high-performance network that could scale to meet the building society's evolving needs.

Our service combined SD-WAN, Managed Firewall, and Managed Network Device services as a unified experience – monitored and supported via a dedicated Service Delivery Manager. The SD-WAN deployment was not a standalone exercise – it was part of a broader infrastructure transformation that included:

Advantages and Benefits

- **Rapid exit from legacy network contract.** The West Brom was able to avoid a restrictive contract renewal with their previous provider and instead transition to a modern SD-WAN platform in three months, avoiding business disruption.

- **Stronger security and compliance posture.** Legacy firewall infrastructure was replaced, and the network now supports rigorous annual audits and internal governance requirements. The SD-WAN platform enables secure connectivity across all sites and aligns with regulatory demands.

- **Future-ready connectivity and cloud enablement.** With SD-WAN in place, the West Brom is executing a major IT roadmap – moving workloads to AWS, integrating with new digital banking systems, and rolling out Wi-Fi to empower in-branch digitisation.

- **Improved user experience and service partnership.** Service management has been transformed through lifecycle planning, custom reporting, and collaborative governance. West Brom Building Society now benefits from dedicated support tailored to their complex environment and long-term goals.

Secure, Integrated Cloud Services

- **Security transformation.** Replacing legacy firewalls and improving perimeter defence to meet strict compliance needs.
- **Local area network (LAN) modernisation.** Upgrading the LAN to ensure stable performance across critical sites and enabling a Network Access Control (NAC) platform.
- **SaaS enablement.** Optimising traffic paths for cloud application performance.
- **Secure remote endpoint protection.** Introducing improved remote access capabilities to optimise and secure SaaS breakout while off net, protect and scan endpoints for vulnerabilities, and deliver centrally managed uniform protection for remote users regardless of location.

We leveraged our strategic alliance with Fortinet to ensure our technical staff received training on the latest tooling and provided the West Brom with access to enhanced service levels and expert support. This partnership has played a key role in providing a resilient and compliant network infrastructure.

Initial delivery to branch locations was completed in three months, using innovative approaches to circuit provisioning and infrastructure re-use to overcome time constraints and avoid service disruption.

Outcome

Following the initial deployment, Six Degrees and the West Brom collaborated through transparent engagement and dedicated service support to ensure confidence and an elevated service experience.

We worked closely with West Brom Building Society's IT leadership team to audit infrastructure, enhance documentation, and align support processes. Key service improvements included:

- Improved hardware lifecycle tracking and proactive budgeting via a custom end-of-life hardware tracker;
- Real-time SD-WAN monitoring and reporting for visibility into network performance; and
- Tailored support models aligned to the West Brom's internal governance requirements and audit cycles.

In 2025, the West Brom reaffirmed its confidence in Six Degrees by signing a five-year renewal for managed SD-WAN, LAN, and connectivity services. The network infrastructure now supports their critical initiatives including:

- A future app and banking systems refresh, delivered with Deloitte;
- Cloud migration to AWS;
- Annual compliance audits and ongoing governance reviews; and
- Planning a Wi-Fi rollout to 11 pilot branches to enable digital services and app education for customers.

Today, the West Brom views Six Degrees not just as a supplier, but as a strategic partner who understands their organisation and delivers value beyond technology.

"The solution delivered by Six Degrees is fundamental to the resilience, security and performance of our IT estate. It is central to our core infrastructure and has allowed us to mobilise our digital transformation programme, whilst we continue to provide excellent service to our customers through our contact centre and branches."

– Darren Marsden, Chief Information Officer, West Brom Building Society

Our Solutions

Core
Ensure the fundamentals of your business' infrastructure are stable and in safe hands.

Hybrid Cloud
Streamline your cloud experience and maximise your cloud investment with Microsoft Azure-aligned public cloud services.

Cyber Services
Enhance your cyber security and safeguard your organisation with our cyber security strategy and advisory, consultancy, and managed services.

Modern Work
Secure your productivity on any device, anywhere, any time.

About Six Degrees

At Six Degrees we're all about enabling our clients' success through technology.

Our people are who differentiate us, and we do everything possible to arm them with the knowledge, support and freedom they need to make the most of our best-in-class technology.

We offer a portfolio of people-led, AI-enabled services across four portfolio areas: Core, Hybrid Cloud, Cyber Security, and Modern Work. All of our services integrate seamlessly to align with our clients' desired outcomes: regardless of where a service sits in our portfolio, it will form part of a solution that maps directly to a business challenge or need.

We partner with best-in-class technology vendors, and we're deeply embedded in the Microsoft ecosystem – as a Microsoft Azure MSP we align to Microsoft best practices across our portfolio. We also have serious cyber security credentials – in fact, we believe we're one of the most highly accredited providers in the UK.

This is how we differentiate ourselves in a crowded market: best people. Best technology. And client-first, always.

Connect your business through a comprehensive connectivity portfolio delivered via our owned and operated core Next Generation Network (NGN). Speak to an expert: hub.6dg.co.uk/schedule-call-connectivity