# HIGH PERFORMANCE HYBRID WAN HELPS AIR FRANCE-KLM GROUP ENHANCE OPERATIONAL EFFICIENCIES

## CUSTOMER OVERVIEW

**AIRFRANCE KLM**
GROUP

Air France-KLM Group is a major player in international air transport. The Group's global network offers flights to over 300 destinations, covered by Air France, KLM Royal Dutch Airlines, and Transavia.

## DEAL DETAILS

**Deployment Region:** Global

**Size:** 130+ Sites (DCs, Airports & Offices)

## SOLUTION

Hybrid WAN

### 3x
Triple Bandwidth

### $
Significant Cost Savings

### >99.994%
Network Availability (SLA assured)

*"The objective of this newly built network was to near-triple the bandwidth while maintaining the same cost levels and preserving the security and integrity of the network. We achieved this goal and generated financial savings for Air France-KLM Group."* Wouter Couzy

## BUSINESS CHALLENGE

- Air France-KLM Group relies on global applications to run essential day-to-day operations at its office locations and for customer facing interactions such as passenger and cargo booking and operating service centers

- Thus, it was important that a reliable network backbone supports the performance needs of these global applications

- Air France-KLM Group determined they needed a flexible wide area network (WAN) solution that guarantees high network performance, quality and availability

## OUR USP

- Air France-KLM Group deployed a Hybrid WAN using MPLS and Internet Services from Tata Communications and other providers to connect their Airports and Cargo locations

- The Hybrid WAN provided Air France-KLM Group with flexibility and opportunity to cut costs and save time by routing non-critical traffic directly to the internet (which is more cost effective) and leaving MPLS connections to handle business critical traffic

- In addition, the internet circuits also serve as a backup to the primary MPLS connection ensuring better resiliency and reliability at Air France-KLM Group's strategic locations

- For the rollout, the Tata Communications team worked closely with Air France-KLM Group to ensure a smooth delivery process and continuously optimize lead times

- In terms of post sale services, Tata Communications' Customer Success Team (CST) provides a proactive and accountable team of experts to work with Air France-KLM Group as a cohesive unit

- The network operations center (NOC) team at Tata Communications provides fast and seamless insights into incident management, SLA compliance, network, and device performance

## BUSINESS IMPACT

- With Tata Communications' solution, Air France-KLM Group is now experiencing >99.994% network availability for dual connected locations, with a reliable and high-quality network performance globally. No downtime means no missed revenue opportunities

- The Hybrid WAN provides network capabilities to support mission critical traffic and seamless performance of corporate applications along with supporting voice and video traffic, leading to enhanced collaboration and thus increased productivity

- The Hybrid WAN architecture offers an economical and secure option to even remote regions, leading to an improved application performance at these locations.