

# From high latency to high velocity: Redefining global connectivity for the cloud era



## About the customer

A global bank with over **120** sites, operating across **50+** countries in Asia, Africa, Middle East, Europe, and the USA. It serves millions of retail and corporate customers worldwide, with a workforce of **87,000+** employees and a strong focus on driving commerce and prosperity through digital innovation and global connectivity.

### THE CHALLENGE

## Legacy network limits cloud adoption

Bank's ambition to expand cloud adoption was constrained by its network. With around **120** branches worldwide and central data centres in the UK and Hong Kong, its legacy MPLS and Ethernet infrastructure struggled to handle growing traffic. The legacy network posed specific challenges, including:

### Massive bandwidth demand

The rollout of Office 365 caused a significant increase in network bandwidth requirement that MPLS couldn't handle efficiently, leading to high latency, slowed collaboration and bottlenecks in day-to-day operations.

### Unsustainable backhauling

Routing traffic from **120+** global sites through central data centres caused noticeable delays in accessing cloud applications and was expensive. Expanding MPLS to handle the growing cloud traffic would have also been too costly.

### Operational complexity

Multiple service providers made troubleshooting slow and cumbersome, keeping IT teams occupied with urgent day-to-day problems instead of long-term strategic initiatives.



To overcome these legacy network challenges, the bank sought a network partner that could review its WAN strategy and design a complete hybrid underlay architecture that would: Ensure critical traffic, latency-sensitive applications are routed through the existing MPLS network.




- ✓ Route other traffic via Internet, with **60%** local breakout traffic for Office 365 and **40%** between customer sites for VPN, VDI session, Skype screen sharing and file transfer
- ✓ **Optimise non-critical and SaaS traffic** via direct secure Internet from branches to improve end user experience
- ✓ **Minimise latency**, fast track resolution of disruptions, and reduce overall risk

This framework set the stage for the bank to create a secure, cloud-ready network capable of minimising latency, improving SaaS performance, speeding up issue resolution, and reducing overall risk.

THE SOLUTION


A blueprint for secure, hybrid connectivity

To overcome the challenges of high bandwidth demand, backhauling delays, and operational complexity, Tata Communications re-architected the bank’s global network with an IZO™+ Hybrid WAN solution, designed to optimise traffic, improve cloud performance, and secure branch connectivity. The solution included three key components:




**Intelligent hybrid foundation**

MPLS was retained for critical traffic to ensure reliability, combined with high-performance IZO™+ Internet WAN (DIA with SLAs), and policy-based routing to ensure each application used the optimal path, enabling employees to work without delays.



**Secure cloud access at the network edge**

Zscaler™ Private Access (ZPA) enabled secure local internet breakouts at each branch, reducing latency and eliminating costly backhauling, while providing a fast, direct path to the cloud for seamless collaboration across locations.



**Dedicated cloud on-ramps**

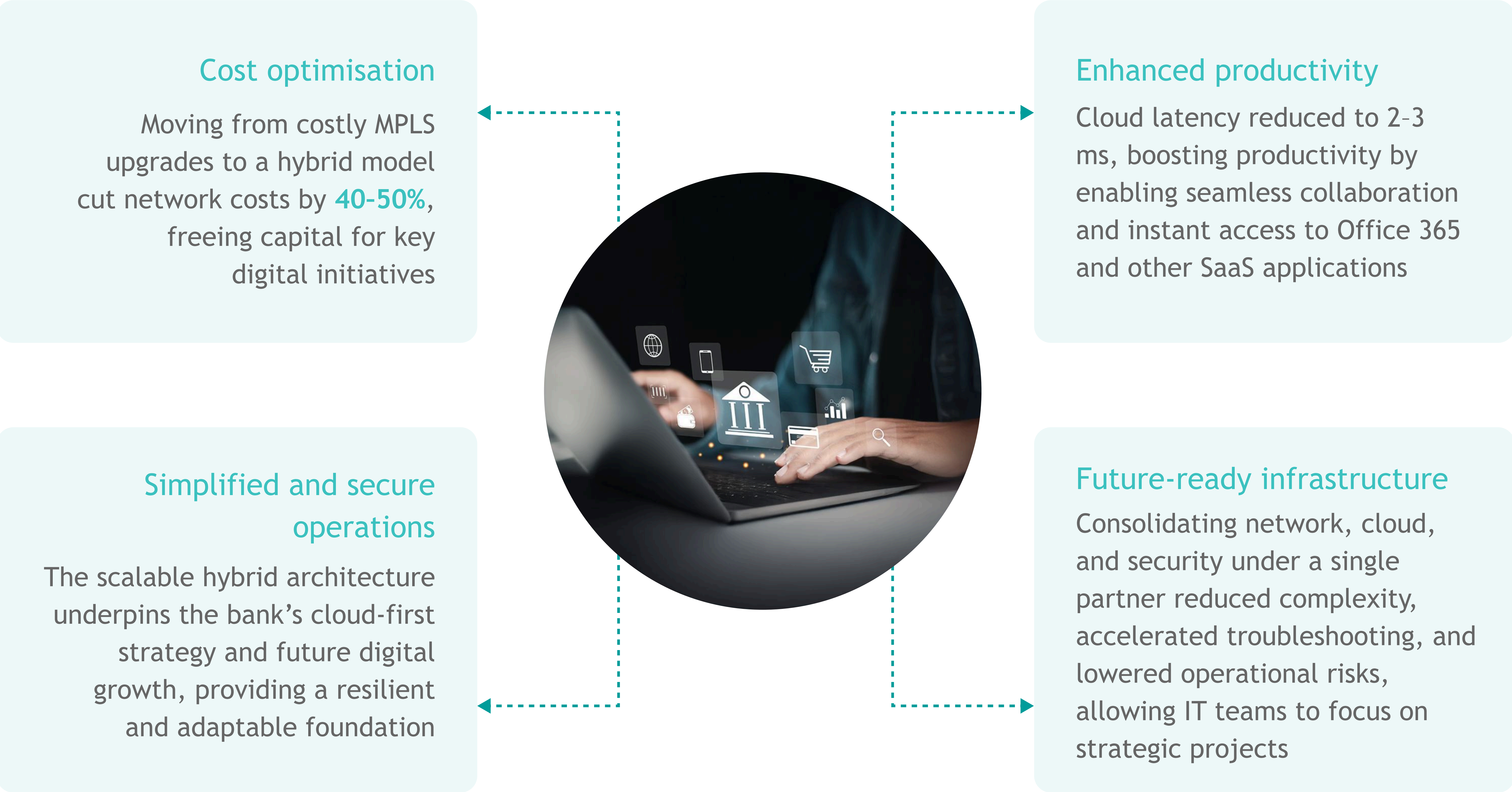
IZO™+ Multi Cloud Connect provided private, high-performance connections to AWS and Azure workloads, ensuring reliable cloud access.



BUSINESS OUTCOMES

# Enhanced productivity, cost efficiency, and future readiness

By leveraging Tata Communications’ comprehensive solutions, including SLA-backed Internet connectivity and policy-based routing, along with service provider consolidation, the bank realised measurable business impact:



By transforming its network into a **high-performance, secure, and cloud-ready foundation**, the bank ensured that employees and customers alike could operate without disruption, turning network reliability, cost efficiency, and operational simplicity into a strategic advantage for the bank.

For more information, visit us at [www.tatacommunications.com](http://www.tatacommunications.com)

Contact us