

**WACKER**

Success Story

**Modernising Global  
Connectivity: WACKER's  
Secure Network  
Transformation with  
Tata Communications  
IZO™+ SD-WAN and  
IZO™+ Internet WAN**



## Driving reliability, agility, and control across global operations

In the chemical and biotech manufacturing industry, network reliability is not just an IT requirement – it is foundational to operational continuity. Production plants, laboratories, and distribution centres rely on real-time connectivity for automation, safety systems, and global collaboration. Even a brief outage can disrupt operations, compromise safety, and delay critical production schedules.

As chemical manufacturers adopt Industry 4.0 and cloud-based business applications, the need for a resilient, secure, and intelligent network has become even more critical. To support digitalisation and operational excellence, enterprises are moving beyond legacy architecture and embracing next-generation SD-WAN architectures that offer both performance and flexibility.

One such transformation journey is that of WACKER Chemie AG, a leading global chemical company that partnered with Tata Communications to modernise its global network using the IZO™+ SD-WAN solution and a diverse IZO™+ Internet WAN underlay – creating a strong foundation for business continuity and future growth.

## Overcoming the limits of a traditional network

Despite its historical reliability, WACKER's MPLS network lacked diversity and scalability. Fibre cuts or regional outages could impact operations, and cloud-heavy workloads suffered from inconsistent performance. Slow site provisioning and multiple vendor touchpoints further added to operational complexity.

### WACKER wanted to:

- Improve **network stability** and path **diversity** to prevent site-level downtime
- Increase **bandwidth** and **availability** across global locations
- Reduce **operational complexity** by consolidating vendor interfaces
- Enable **faster provisioning** for new locations
- Improve **cloud performance** and **user experience**
- Build a foundation for **future SASE integration**

To achieve this, WACKER needed a global partner with deep technical expertise and strong consultative capability.

### WACKER Chemie AG

Headquartered in Munich, Germany, WACKER Chemie AG is a multinational chemical and biotech manufacturer with around 16,600 employees and a global footprint spanning more than two dozen production sites. Its portfolio spans over 3,000 products, including silicone rubbers, polymer materials, polysilicon, and biopharma ingredients.

WACKER's manufacturing excellence and innovation are supported by a global IT landscape. To enhance the reliability of its network and strengthen its digital backbone, the company set out to transition from a traditional MPLS network to a next-generation, internet-based software-defined WAN.

# A fully managed, globally diverse SD-WAN and Internet WAN



Following a thorough evaluation, WACKER chose Tata Communications to deploy a fully managed IZO™+ SD-WAN and IZO™+ Internet WAN across 110+ sites in 30+ countries. The solution combines SD-WAN intelligence with a diverse underlay leveraging DIA, broadband, 5G, and Low Earth Orbit (LEO) satellite connectivity.

This delivered true network diversity and resilience – with active-active links, dynamic path selection, and application-aware routing, giving WACKER’s IT team full visibility and control over global network performance through a centralised portal.

## *Consultancy-led delivery and seamless site launches*

Beyond deploying the technology, Tata Communications acted as a strategic partner, engaging closely with WACKER’s IT leadership from design through rollout. The engagement included site-readiness assessments, traffic analysis, and tailored routing policies to support mission-critical applications.

To accelerate new deployments, Tata Communications introduced its “Bring Your Own Network (BYON)” model – enabling sites to go live quickly using local internet while permanent links were provisioned. This approach ensured rapid activation wherever required and eliminated any delays to business operations.

The Tata Communications team provided end-to-end managed services, backed by proactive monitoring and ongoing support. A strong governance framework has been established to ensure continual optimisation, clear communication, and alignment with WACKER’s global IT team.

*Some of the migrations happened so seamlessly that our users didn’t even realise the transition had taken place. Tata Communications didn’t just deliver the network – they delivered stability, agility, and a partnership we can rely on, said **Herbert Klein**, Global Service Manager and Product Owner SD-WAN, WACKER Chemie AG.*

## *Network diversity: The key to uninterrupted operations*

For WACKER, a key outcome of the deployment was the introduction of multi-path, carrier, and multi-technology diversity, combining fibre, 5G and satellite connectivity to deliver a new level of resilience.

Remote manufacturing sites that previously faced outages now operate without disruption. If a fibre link degrades or fails, traffic is rerouted automatically through alternate paths, ensuring production and warehouse systems remain online.

*Our plants are now running without any blackout events, and the uptime and network diversity achieved with Tata Communications have set a new benchmark for us, said **Herbert Klein**, Global Service Manager and Product Owner SD-WAN, WACKER Chemie AG.*

# Reliable operations, faster rollouts, and simplified control

The modernised WAN architecture has transformed WACKER's operational efficiency and IT agility.

Key outcomes include:



**99.9% network uptime**, ensuring uninterrupted manufacturing operations



**Significant cost savings** compared to legacy MPLS



**Accelerated site launches** through BYON and agile deployment



**Improved application performance** via intelligent routing and traffic prioritisation



**Centralised management, visibility, and analytics** through a unified monitoring portal



**Reduced IT workload**, thanks to fully managed services and proactive monitoring

Tata Communications' "human touch" approach – combining technical depth with responsiveness – has been widely appreciated by WACKER's IT leadership.

*The flexibility and support we've experienced are exceptional, and Tata Communications combines deep expertise with genuine partnership – they are as invested in our success as we are, said Johannes Sautter, Team Manager Connectivity & Colocation Services, Wacker Chemie AG.*

## A trusted partnership for the future

The success of the SD-WAN and Internet WAN deployment has strengthened WACKER's partnership with Tata Communications – a testament to the trust built through seamless delivery, service reliability, and ongoing collaboration.

Encouraged by the results, WACKER continues to collaborate with Tata Communications to further strengthen its global network foundation and enhance its infrastructure capabilities, unlocking new opportunities for improved cloud connectivity and operational resilience.

## Build your future through a digital customer experience

If you are an enterprise looking to transform the way your customers experience your product, talk to your Tata Communications representative about your company's digital transformation.

- How you can reach your high value customers in the most convenient way?

[Transform Now](#)

## About Tata Communications

A part of the Tata Group, Tata Communications (NSE: TATACOMM; BSE: 500483) is a leading global commtech (communications technology) player powering today's fast-growing digital economy in more than 190 countries and territories. Leading with trust, it enables digital transformation of enterprises globally with collaboration and connected solutions, core and next gen connectivity, cloud hosting and security solutions and media services. 300 of the Fortune 500 companies are its customers and the company connects businesses to 80% of the world's cloud giants. For more information, please visit

[www.tatacommunications.com](http://www.tatacommunications.com)

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