CASE STUDY

IZO™ HYBRID WAN AND
IZO™ PRIVATE CONNECT
KEEP PROPERTY
GROUP'S GLOBAL
GROWTH ON COURSE

A PREMIUM WAN SERVICE WITH A LAN-LIKE CLOUD EXPERIENCE WAS WANTED BUT AT NO EXTRA COST. HYBRIDISATION SUPPLIED THE ANSWER.

EQUAL ACCESS FOR ALL

As this property group opens operations in new territories, all employees must be able to access corporate apps and data no matter where they're located. The company's desire to operate globally while acting locally demands a delicate IT services balance.

The head of infrastructure explains: "When it comes to network availability and application performance, end users in our small offices need a similar experience to those in larger locations. We have to make it work for everyone."

But, with the company's expansion, its infrastructure was falling short. Its legacy MPLS-based network had been designed around a one-size-fits-all assumption. It was over-specified for small sites, while failing to reach locations in countries with poor local infrastructures.

MATCHING NETWORK MENU OPTIONS

To cover 32 locations across 16 countries and five continents, an IZO™ Hybrid WAN from Tata Communications was chosen. Combining MPLS-based Global VPN and IZO™ Internet WAN services, it meant the property group could offer a connectivity option menu.

So, for example, very small offices can simply use an IZO™ Internet WAN connection to access the corporate network, while a medium-sized site can select a Global VPN connection along with Internet back-up for resilience. The highest-level option is dual Global VPN and IZO™ Internet WAN connections. That menu-based model means the group can match levels of bandwidth, resilience and cost to the strategic importance of the site.

"We chose Tata Communications because its IZO™ platform was alone in offering a genuine hybrid networking solution backed by global reach and 24/7/365 support," says the head of infrastructure. "With our previous supplier we had to accept MPLS as the bare minimum. Now, each division can choose the service level and price point that suits it best."

Valuable
latency reduction

Lower OpEx
versus previous CapEx

Significant
productivity improvement

99.99%
network uptime

ABOUT THE COMPANY

A global industrial property group, the company owns, develops and manages industrial real estate in 16 countries including logistics facilities, warehouses and business parks.

"IZO™ Hybrid WAN has helped achieve our business priority of improving the network without breaking the bank."

ACCELERATING THE CLOUD EXPERIENCE

Finding optimal locations for corporate hubs was another almost-impossible challenge. One of the company's two data centres was in the antipodes, which enjoys less international optical fibre connections than much of the rest of the world. That had a negative impact on the user experience in nearby territories like China. Conversely, placing a data centre somewhere in the strategically important US territory might have guaranteed excellent service for Asia Pacific or Europe, but not for both.

The answer was to move apps and data into the cloud, using Microsoft Azure and Amazon Web Services (AWS).

Yet fast and reliable Internet cloud links are not universally available, which may have led to downtime and latency problems. The Tata Communications answer was IZO™ Private Connect, which takes cloud traffic at high speed over a resilient worldwide MPLS-based Tata Communications Global VPN. Wire-speed gateways then offer direct connectivity between the Global VPN and local Microsoft Azure and AWS environments.

The head of infrastructure explains: "IZO™ Private Connect means our end users get a cloud experience with the Gigabit-like immediacy of a local area network, which has contributed to productivity gains."

ASSURED ENTERPRISE-CLASS NETWORK PERFORMANCE

The Tata Communications IZO™ Hybrid WAN gives the property group the exact blend of flexibility and enterprise-class service it needs. It carries all internal applications, including Skype for Business voice traffic, which is prioritised. "There's been a significant improvement in all aspects of network performance, and voice service is top-notch even under high-traffic conditions," the head of infrastructure confirms.

Network uptime has risen significantly to 99.99 per cent. Applications run faster, and the IT team is seeing reductions in latency. "It was the IZO™ Hybrid WAN solution that convinced us," says the head of infrastructure. "None of the other providers could serve hard-to-reach locations by complementing MPLS technology with Internet connectivity. The ability to directly link the Global VPN to Microsoft Azure and AWS using IZO™ Private Connect was another compelling differentiator."
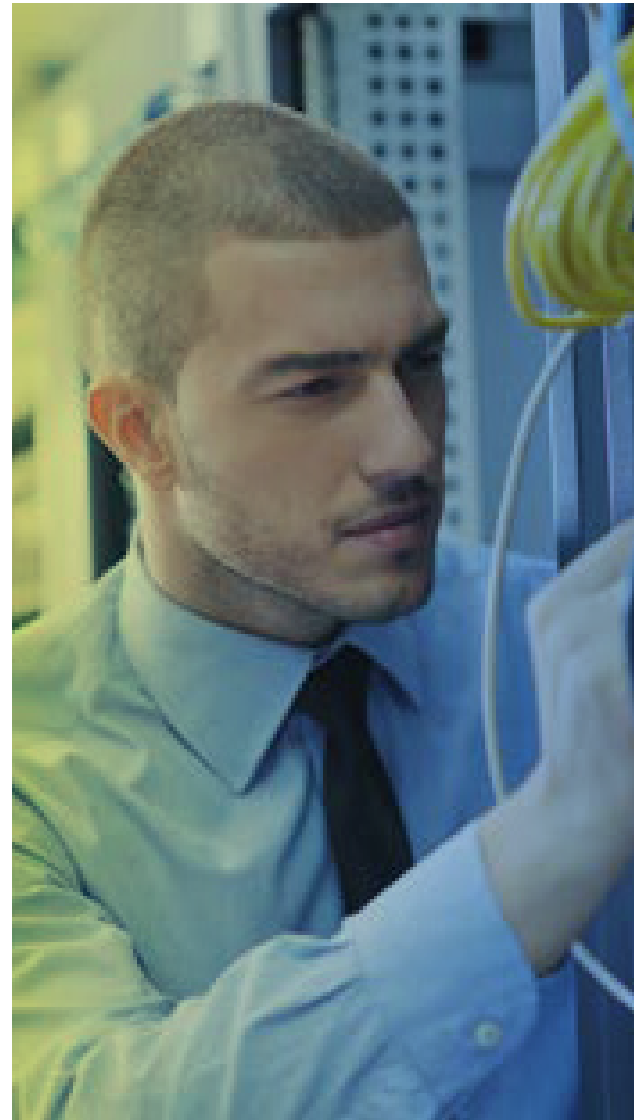
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STREAMLINED SERVICE AND SUPPORT FOR BETTER BUSINESS

Years ago, the business case for siting servers in Hong Kong didn't stack up. Yet with IZO™ Private Connect, the company can locate apps and data wherever they're most wanted. For example, the company has avoided investing millions of dollars in a new data centre in the antipodes by using a Microsoft Azure instance in Hong Kong, which will deliver a better service to users in China.

Providing an end-to-end managed service, Tata Communications supplements the property group's follow-the-sun IT support model. When the internal helpdesk logs off in Los Angeles, for example, Tata Communications is there to cover until New Zealand comes online, and so on.

In the past, engineers struggled to communicate with local service providers who lacked the necessary language skills. Now, with a single vendor whose staff speak fluent English, cases can be resolved much faster and more precisely.

IT expense is plummeting. The total cost of network ownership has fallen with a decrease in the number of suppliers and the introduction of a single contract. Meanwhile, OpEx spending is far below the previous CapEx model. "IZO™ Hybrid WAN has helped achieve our business priority of improving the network without breaking the bank," concludes the head of infrastructure.

ABOUT THE IZO™ HYBRID WAN: COMPLETE NETWORKING SOLUTION COMBINING MPLS-BASED GLOBAL VPN AND IZO™ INTERNET WAN

An IZO™ Hybrid WAN combines the power and bandwidth of an MPLS-based network with the reach and flexibility of the global Internet. Setting companies free to evolve and expand, it's built on a Tata Communications MPLS-based Global VPN and IZO™ Internet WAN platform.

Part of the Tata Communications IZO™ platform for hybrid cloud enablement, IZO™ Internet WAN covers over 100 countries, 2,000 cities and more than five million buildings. It adds the security and reliability of a private network to the worldwide Internet. Consistent performance and end-to-end SLAs, including the local ISP, mean businesses can deploy new products or services faster, while reducing total cost of ownership by up to 30 per cent.

A Tata Communications Global VPN provides always-on connectivity to five continents. This ensures people can access the apps and data they need – anywhere in the world. Speeds of up to 1Gbps plus six classes of service give it the power to handle voice, video, data and other complex applications. It comes managed or unmanaged, with a wide range of SLA and service options.

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