

“WHAT’S THE MOST FLEXIBLE WAY TO CONNECT THE FARTHEST CORNERS OF THE EARTH?” ASKED EUROPEAN AUTOMOTIVE COMPONENT MANUFACTURER.

TATA COMMUNICATIONS HYBRID WAN ASSURES GLOBAL REACH WITH NEWFOUND RESILIENCE AND AGILITY

“Tata Communications was selected for its unparalleled combination of global coverage, worldwide support even in hard-to-reach places, and superior technology.”

**CHALLENGE**

This global manufacturer of high-end automotive components and sub-assemblies needed to rapidly reach distant countries from its European headquarters. Its global WAN was shared by two service providers. Both had problems providing connectivity to far-flung sites.

**SOLUTION**

A hybrid WAN was the preferred alternative. The company chose Tata Communications’ Global VPN and IZO™ Internet WAN services in combination with secure worldwide Internet access. A careful 12-month transition mitigated the risk of a big bang changeover.

**RESULTS**

As well as escaping the expense and complexity of two separate service providers, the solution has made the organisation more agile. The ability to connect new sites in days rather than months is complemented by security and resilience better than the best offered before.



**25 to 30% reduction**  
in cost of ownership



**12-month trouble-free**  
migration



**SLAs achieved**  
to customer specification



**6 Chinese locations**  
quickly brought online

# CONVINCING CASE FOR A HYBRID WAN

**“When the company’s two incumbent service providers started having trouble achieving the required connectivity and flexibility, especially in Asia and the Far East, it seemed time to start again from scratch.”**

## AGILITY AND SECURITY CORNERSTONES

### Keeping a worldwide team talking

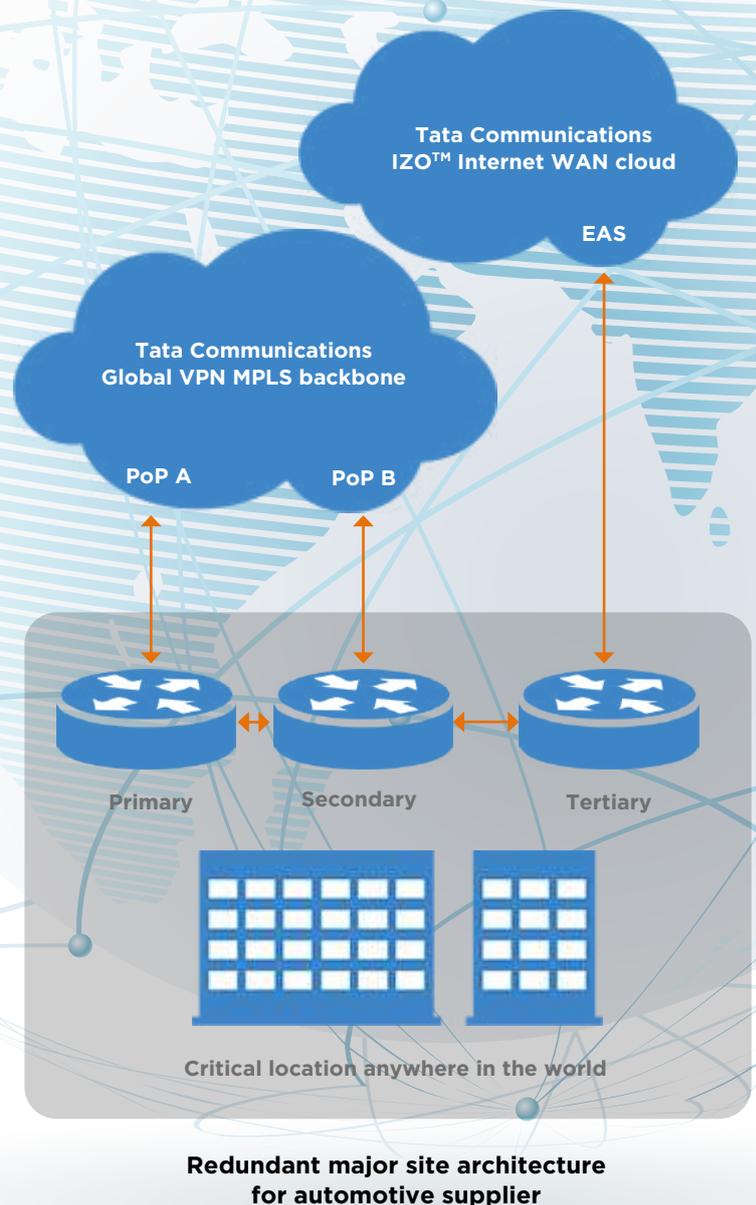
Managing one’s supply chain is hard work and nothing’s more critical than running the network infrastructure holding it all together. That’s how it was for this global manufacturer of high-end automotive components and sub-assemblies. While needing to rapidly reach distant countries from its European headquarters, it also had to keep the entire expanding worldwide team talking to each other.

When the company’s two incumbent service providers started having trouble achieving the required connectivity and flexibility, especially in Asia and the Far East, it seemed time to start again from scratch.

### Resilience and security miles better than before

A hybrid WAN was the preferred option. As well as escaping the expense and complexity of having two separate service providers, this would make the organisation more agile. The ability to connect new sites in days rather than months would be complemented by network resilience and security better than the best offered by the previous arrangement.

A combination of Tata Communications’ Global VPN and IZO™ Internet WAN services with worldwide protected Internet access nodes was chosen. Tata Communications was selected for its unparalleled combination of global coverage, worldwide support even in hard-to-reach places, and superior technology.



### About the Automotive Industry Supplier

This European-headquartered component supplier to the automotive industry has global operations in over 20 countries, with nearly 80,000 employees. An elegant geo-strategy ensures every unit reaches the assembly line fully tested and bang on time.



**A hybrid WAN was the preferred option to make the organisation more agile**



## BUSINESS NEEDS-BASED NETWORK BUILD

**“Not every app needs relatively-more-expensive MPLS connectivity. IZO™ Internet WAN provides predictable performance with SLA guarantees, while dynamic path selection makes intelligent use of multiple connections.”**

## HYBRID ADVANTAGES TAKE CENTRE STAGE

### Five service categories cover all eventualities

Global sites are assigned one of five service categories. The least critical uses a single Internet WAN link, while major sites get dual Tata Communications MPLS-based connections (primary and standby) with dual power supplies and fully diverse access to different PoPs. Service to two main hubs in China uses a Tata Communications network-to-network interface (NNI) to a local service provider's infrastructure. Four other subsidiary sites in China run as remote offices connected to those hubs.

At the company's European headquarters twin data centres (primary and DR) are linked by dual locally provided fibre-optic circuits. Those circuits are directly connected over 1Gbps Ethernet to Tata Communications managed routers. The network is extended to two redundant data centres, third-party-operated to run SAP.

### Why match MPLS with Internet connectivity?

The advantages of combining Tata Communications MPLS-based Global VPN and IZO™ Internet WAN services in a hybrid corporate network are threefold. First, not every app needs relatively-more-expensive MPLS connectivity. Second, offloading non-critical apps to the Internet frees bandwidth for time-sensitive traffic. Third, local broadband is faster to set up than MPLS, so new sites can be operational in days. Furthermore, IZO™ Internet WAN provides predictable performance with SLA guarantees, while dynamic path selection (DPS) makes intelligent use of multiple connections.

### SERVICE DELIVERY

Moving from one service provider to another might seem complex and fraught with danger, which is why many companies avoid it. Yet the automotive supplier experienced a smooth, trouble-free transition to the Tata Communications hybrid WAN. Careful global due diligence and detailed planning was crucial to the success of the transition, heading off potential problems and ensuring all sites received the right service levels.

### Big bang risks avoided

Detailed schedules were drawn up and, rather than the risk of a big bang event, the transition was managed in phases over a 12-month period. A single project manager co-ordinated the activities of local implementation staff – direct employees of Tata Communications or its partners – across the world.



**Rapid deployment solutions for fast, flexible site setup in far countries**

# SECURITY POLICY ENFORCED WORLDWIDE

**“Careful global due diligence and detailed planning was crucial to the success of the transition, heading off potential problems and ensuring all sites received the right service levels.”**

## High performance now the norm in Europe, America, China and beyond

Since completion of the hybrid WAN deployment, the automotive supplier has realised an overall TCO saving of 25 to 30%. Proof of the desired agility has been seen in the speed and ease of setting up operations in China, while SLA targets are being routinely achieved. Optimal application response times are assured using class of service (CoS) technology for real-time voice, interactive video, business critical apps, and general-purpose traffic.

Optimal use of Amazon Web Services (AWS) hosting in the US is enabled through redundant Tata Communications IZO™ Private Connect links running at 100Mbps. Carrying the cloud traffic over the MPLS-based Global VPN, ensures complete segregation from public Internet security risks. Network safety is further mitigated with secure Internet access around the globe, providing breakout under a security policy centrally managed by the automotive supplier.

The completeness of the Tata Communications product and service portfolio was a massive contributor to the project’s success. Everything was in the right place at the right time for optimal outcomes.



## SERVICE MANAGEMENT

Defined 24/7/365 support processes for the automotive supplier are co-ordinated from the Tata Communications multi-lingual network operations centre (NOC) in Europe (one of five global NOCs around the world). Assuring resolution of faults and new orders and reconfigurations worldwide, a global helpdesk acts as the primary interface and manages first-stage network problem troubleshooting. Fast-track escalation paths exist for complex issues like subsidiary service provider negotiations.

## Fully interlinked support systems

Tata Communications service management is delivered by more than 4,000 highly skilled networking professionals and over 200 service relationship managers. Using fully interlinked support systems across 40 international locations in 126 countries, these people proactively handle incidents and orders worldwide on behalf of the automotive supplier. Performance management ensures adherence to customer-agreed SLAs.

## EXPLORE OTHER WAYS WE CAN HELP



### LEARN ABOUT

Tata Communications Hybrid WAN



### SEE

Other Tata Communications case studies like this



### DISCOVER

The Tata Communications Spotlight Programme



### WHAT OTHERS SAY

Gartner Peer Reviews

Review 1 | Review 2



## SOCIALISE

Follow us on leading social networks. Keep up with business and technology news and views. Join in the conversation.