Customer
case study

DIGITAL® CARBON

Transforming Connectivity for a UK Manufacturing Leader

A leading UK-based manufacturing company, operating across four locations in the UK, faced significant challenges with its existing network infrastructure. The company relied on an MPLS network provided by a managed service provider, connecting remote sites to its head office in the South of England, which housed an on-premises data centre. While functional, the MPLS network was costly, rigid, and lacked the visibility and flexibility required to support the business's evolving needs.

The acquisition of new sites in Northern England and continental Europe further exacerbated these challenges, prompting the company to seek a modern connectivity solution that could meet its growing demands while reducing costs.

THE CHALLENGE

The manufacturing customer faced several critical issues with its existing MPLS network:

- **High Costs:** The MPLS network was expensive to maintain and scale.

- **Lack of Visibility:** The customer had limited control over network management, as all changes had to be routed through the managed service provider.

- **Inflexibility:** Network modifications were time-consuming, often taking months to implement.

- **Scalability:** Connecting new locations to the existing network was cumbersome and slow.

Additionally, the company relied heavily on SaaS applications such as Zoom, Autodesk, Qlik, and Microsoft 365 alongside its on-premises applications. These applications required seamless and high-quality connectivity to ensure operational efficiency. The customer needed a solution that offered:

- Enhanced visibility into network performance.
- Flexibility to make changes on demand.
- Redundancy with 100% uptime guarantees.
- Rapid installation and provisioning within weeks for new sites.
- Cost savings compared to the MPLS network while maintaining or improving service quality.

THE SOLUTION

The customer turned to Digital Carbon, a co-managed service provider specialising in connectivity and security solutions for manufacturing and construction industries. Digital Carbon proposed an innovative solution leveraging VeloCloud SD-WAN technology combined with hybrid connectivity options:

1.VeloCloud SD-WAN Implementation: Digital Carbon deployed VeloCloud's SD-WAN with Dynamic Multipath Optimisation (DMPO) technology, which prioritises application traffic to ensure superior quality of service—exceeding MPLS standards.

2. Hybrid Connectivity: Utilising the customer's existing internet services alongside Digital Carbon's integrated 5G wireless connections for redundancy and diversity.

3. Enhanced SaaS Performance: VeloCloud Cloud Gateways improved connectivity to SaaS applications like Zoom and Microsoft 365 compared to standard internet access.

4. Comprehensive Support: Digital Carbon provided end-to-end support, including design, configuration, deployment, optimisation, and training for the customer's IT team to manage basic changes independently while offering ongoing assistance for complex needs.

To build confidence in the solution, Digital Carbon offered a **free three-month trial**, enabling the customer to test the service extensively while optimising it for their unique requirements.

THE RESULTS

The trial period proved highly successful:

- The customer experienced improved network performance with enhanced visibility and control over operations.

- VeloCloud's DMPO technology ensured better application prioritisation and quality than their previous MPLS solution.

- The hybrid connectivity approach delivered 100% uptime with seamless redundancy through 5G wireless connections.

- SaaS application performance improved significantly due to VeloCloud Cloud Gateways integration.

Following the trial, the customer transitioned all locations from MPLS to VeloCloud SD-WAN with hybrid connectivity (dedicated internet access (DIA) combined with 5G wireless).

This move resulted in:

- **Cost Savings:** A reduction of approximately 70% in WAN costs compared to MPLS services.

- **Flexibility:** Faster provisioning of new sites within weeks instead of months.

- **Operational Efficiency:** Enhanced visibility and control over network management.

> **Digital Carbon's solution has transformed how we manage our network infrastructure. The flexibility, cost savings, and improved performance have exceeded our expectations. Their support during implementation was exceptional—providing us with training and ensuring we were fully equipped to manage our new system.**

CONCLUSION

By partnering with Digital Carbon, this UK-based manufacturing leader successfully modernised its connectivity infrastructure while achieving significant cost savings and operational improvements. Digital Carbon's VeloCloud SD-WAN solution not only met but exceeded their requirements for scalability, flexibility, visibility, and reliability—positioning them for future growth in both domestic and international markets.

CALL TO ACTION

Discover how Digital Carbon can transform your connectivity infrastructure with cutting-edge SD-WAN solutions tailored for manufacturing and construction industries. Contact us today for a consultation or free trial!

Scan the QR code to schedule a free 20-minute discovey call with one of our experts:

DIGITAL® CARBON