



With BT's application-based managed service GEMALTO reduces network costs and guarantee the performance of its ERP and videoconference applications

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KEY FACTS

INDUSTRY

- IT

COMPANY

- Supplier of integrated digital security solutions,
- 10,000 employees in 40 countries.

CHALLENGE

- Guarantee the performance of the ERP and videoconference,
- Reduce the network costs by avoiding bandwidth increase,
- Guarantee end-users satisfaction.

CHOOSING IPANEMA

- Application-based manage service delivered by BT,
- Global, self-adapting solution: visibility + optimization + acceleration,
- The ability to define application SLAs in agreement with end-users.

OBSERVED BENEFITS

- Substantial savings linked to the optimal use of bandwidth,
- Application SLAs,
- Tighter control and reduction of application response times,
- Optimal bandwidth use aligned with business goals,
- Easy change management.

COMPANY

In an ever more interconnected world, Gemalto's end-to-end security solutions are designed to make personal digital interactions more convenient, safe and enjoyable. Gemalto's activities range from the development of software applications through the design and production of secure personal devices such as smart cards, SIMs, e-passports and tokens, to the deployment of managed services for its customers.

"The Ipanema solution allows us to control and solve the network constraints that are intrinsic to our business. (...) With the application-based managed service delivered by BT, we can guarantee anytime, anywhere, anyway the performance of our business critical applications like our ERP and videoconference."

Jean-François Thorel, Services Manager IT Connectivity & Security, Gemalto.

CHALLENGE

Gemalto's network has 80 sites across all continents. It uses two technologies: MPLS and IPSEC tunnels through the Internet. Gemalto collaborates with two telecom operators, BT and Vanco. BT manages the sites connected to MPLS, while Vanco handles all sites connected via IPSEC. Some of the applications running on the network, such as ERP and videoconference as well as PDM and smart card customization, are directly related to Gemalto's core business, while others, like e-mail and CRM, are more mainstream.

In order to guarantee the business application performance and end-user satisfaction and to reduce the telecom costs, Gemalto wanted to find a WAN optimization solution. This solution needed to deliver:

Compression, an alternative to ramping up bandwidth, is directly linked to an economic decision and is part of an overall policy to generate ROI.

Objective-based approach to traffic management, aims to deliver application service levels according to their business criticality and optimal response times for users. Because network performance has a tendency to sag at times, it is imperative to prioritize business critical applications like ERP and videoconference.

To do that, Gemalto decided to use BT's Ipanema-based managed service AC VPN. Ipanema has been deployed on Gemalto's forty MPLS sites: the manufacturing center, R&D locations, the data center and the head office.

CHOOSING IPANEMA

When Gemalto decided to migrate its network from frame relay to MPLS and IPSEC including Quality of Service (QoS), BT proposed Ipanema-based managed service AC VPN.



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Ipanema enables any large enterprise to institute WAN Governance for aligning and automatically managing WAN performance according to business objectives. Ipanema solutions guarantee business application performance and continuity in a cloud computing world - anytime, anywhere.

Using Ipanema, enterprises:

- **Guarantee User Experience**
Regardless of traffic or application mix.
- **Accelerate Business Applications**
Rapidly deploy business applications, dramatically reduce application response times for end users while automatically controlling traffic in real time.
- **Unify Hybrid Networks**
Hybrid [MPLS + Internet] networks become flexible assets that any enterprise can rely on for more effective business communications.
- **Save on IT costs**
Improve applications performance and continuity while substantially reducing IT costs, enabling enterprises to leverage their WAN for greater competitive advantage.
- **Enable global WAN Governance**
Institute WAN Governance, so the WAN is coherent, predictable and aligned with business needs - driving higher levels of enterprise performance.

Gemalto was immediately impressed by the span of the service AC VPN delivered by BT, encompassing connectivity and application performance management.

Jean-François Thorel explains: "The Ipanema solution completely reaches our expectation in terms of business application performance guarantee and applications SLAs."

BT delivers every aspect of the solution, including architecture, procurement, administration service monitoring and monthly reporting.

OBSERVED BENEFITS

For Jean-François Thorel, the main benefit delivered by the Ipanema solution lies in the Quality of Service improvements, guaranteeing the business application performance and consequently the end-user satisfaction, plus the alternative to avoid bandwidth increase.

Substantial savings linked to the optimal use of bandwidth. Gemalto gets excellent compression results. On some applications, the compression ratios are particularly good, releasing bandwidth for more limited applications. Prioritizing core business data flows ensures that users get expected service levels in all circumstances.

Application SLAs. The Ipanema/BT solution includes real-time access to network and application performance reports. This means that Gemalto can check that the delivered service levels match the predefined SLAs drafted with BT in consultation with network users. For example, in cases where application SLAs are not fulfilled, BT is responsible for identifying and solving the problems. At the corporate level, three people in the IT team have access to these reports as well as some thirty people on the equipped sites.

Tighter control and reduction of application response times. Jean-François Thorel reports significant improvement in response time and the consequent fall in the number of user complaints.

Optimal bandwidth use aligned with business goals. Ipanema enables core business applications like ERP, videoconference and CRM to take priority when the network becomes congested. This obviates the need to systematically ramp up capacity when there is an increase in the number of users and applications. So-called bandwidth-greedy and recreational applications can no longer disturb business application performance.

Easy change management. Ipanema/BT brings Gemalto a daily answer to the network evolution and gives them the needed visibility to anticipate the most important changes.

Jean-François Thorel, sums up: "The Ipanema solution allows us to control and solve the network constraints that are intrinsic to our business. (...) With the application-based managed service delivered by BT, we can guarantee anytime, anywhere, anyway the performance of our business critical applications like ERP and videoconference."

