

CASE STUDY

SECTOR

Automotive

SERVICE

Global Network

TEXA **+ GTT**

ACCELERATING DIGITAL TRANSFORMATION





GTT delivers a high-performance, low-latency backbone and is fast and responsive. This directly supports us in delivering an excellent service to our customers.”

WALTER GEROMEL ICT DIRECTOR AT TEXA

VEHICLE DIAGNOSTICS LEADER **TEXA** CONNECTS TO GLOBAL NETWORK WITH **GTT PRIVATE MPLS**



TEXA is a leader in the design and production of diagnostic tools and devices for cars, motorcycles, trucks, agricultural vehicles and marine engines.

Since its foundation in 1992, TEXA's products have transformed the way that vehicle technicians and mechanics around the world work. As vehicles become increasingly connected, the company is set to play a crucial role in the future of the automotive industry. TEXA relies on GTT's high-performance global network to connect its offices, vehicles, garages and applications around the world.

THE OPPORTUNITY

TEXA has developed a broad, innovative portfolio of products that collect vast amounts of vehicle data.

Today's cars can have up to 70 engine control units (ECUs). Each ECU collects valuable information from a multitude of sensors. This data can be used for many different purposes ranging from highlighting engine faults for mechanics to capturing driving behaviors for insurance companies. To ensure these products deliver maximum value, it's crucial for TEXA to be able to control and rapidly deploy software updates to all these devices, everywhere and on a continuous basis.

TEXA also excels in the product support that it delivers. It provides live telephone support to tens of thousands of customers, who make multiple calls every week to access expert advice for thousands of different car models. Its central call center is located in Italy, servicing agents around the world.



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ICT DIRECTOR AT TEXA



THE SOLUTION

Accelerating software updates

The GTT network provides TEXA with fast, reliable access to the critical data and applications it relies on to run its processes, from development, to design, to production. The network also carries the regular software updates it distributes from the cloud to thousands of connected vehicles, enabling the collection of valuable information such as performance, diagnostics and parts monitoring.

Walter Geromel, ICT director, TEXA, explained, "We regularly add new functionality to our products, which means it's crucial that we can depend on GTT's secure and extensive network to deliver software updates exactly when and where we need them."

Fast, responsive customer support

GTT's global network connects TEXA's call center in Italy to agents around the world. Geromel commented, "Low latency and network reliability are crucial to us and our customers; we cannot afford to offer a poor experience. GTT delivers a high-performance, low-latency backbone and is fast and responsive. This directly supports us in delivering an excellent service to our customers."

Global to local connectivity

TEXA's global headquarters is located in Monastier di Treviso, Italy, where all of its products are designed, developed and made. It is also where its on-premises data center is located. GTT provides TEXA with a resilient, low latency, private MPLS network connecting the company's headquarters with its sites across the world in UK, France, Spain, Poland, Germany, Russia, USA, Brazil and Japan, as well as connecting it to many distribution centers across Europe and USA. As TEXA has evolved and grown, GTT's global capabilities have proved a perfect match to support its connectivity and network requirements.

GTT's ability to connect to any cloud and any application is important for TEXA. For example, the network has a direct interconnection with the security operations center (SOC) of a key TEXA partner, cybersecurity expert HWG. HWG's real-time monitoring service sits in the GTT network and is able to spot threats and enhance data security. Geromel noted, "When we start looking at a new challenge, GTT acts as an expert advisor, bringing in specialists and partners such as HWG to help us."

THE CONNECTED FUTURE

As a leader in vehicle diagnostics, TEXA is always looking to the future for new opportunities, and electric cars are a prime example of this. Recent data from the International Energy Agency* suggests that the number of electric vehicles worldwide will grow from 3 million to 125 million by 2030. TEXA already has teams working on both electric and hybrid diagnostic products as it's clear that connectivity will sit at the heart of all new vehicles. As the automotive industry continues to innovate, the opportunities to further develop remote diagnostics for drivers, mechanics and car manufacturers are huge.

Luciano Marton, General Manager Garage Equipment & Telemobility, TEXA, explained: "Connecting people and devices is driving relentless and exciting technological advances across the automotive industry. GTT's purpose is to connect people across organizations to every application in the cloud. Its global cloud networking service accelerates our cloud-based future and helps us deliver faster, more efficient and compelling experiences for our customers."

ABOUT GTT

GTT is a managed network and security services provider to global organizations. We design and deliver solutions that leverage advanced cloud, networking and security technologies.

We complement our solutions with a suite of professional services and exceptional support teams in local markets around the world. We serve thousands of national and multinational companies with a portfolio that includes SD-WAN, security, Internet, voice and other connectivity options. Our services are uniquely enabled by our top-ranked, global, Tier 1 IP backbone, which spans more than 260 cities on six continents.

The company culture is built on a customer-first service experience reinforced by our commitment to operational excellence and continuous improvement in our business, environmental, social and governance practices.

*<https://www.cnbc.com/2018/05/30/electric-vehicles-will-grow-from-3-million-to-125-million-by-2030-ia.html>



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