

CASE STUDY

SECTOR

Process Automation

SERVICE

Managed SD-WAN

Professional Services

ENDRESS+ HAUSER **+ GTT**

ACCELERATING DIGITAL TRANSFORMATION





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JAN HEILBRUNNER DEPARTMENT HEAD
OF NETWORKS AND SECURITY

ENDRESS+HAUSER IMPROVES IT OPERATION EFFICIENCY *WITH* GTT MANAGED SD-WAN

GTT Network transformation project demonstrates how software-defined networking can improve efficiencies for Endress+Hauser's IT operation. Flexible cloud connection by GTT improves internal processes of leading service provider for metrology and automation technology.

Since it was founded in 1953, the Endress+Hauser Group has developed into a leading supplier of measuring instruments, services and solutions for industrial process engineering. With global sales of nearly 2.6 billion euros and more than 14,400 employees, it supports companies in a variety of sectors, including the chemical, food industry and life sciences sectors. More than 8,900 patents and patent applications from Endress+Hauser ensure innovative solutions that are individually tailored to customer requirements.

However, due to the shift of many services to the cloud, the previous MPLS network was no longer able to meet the requirements of the business. It lacked scalable bandwidth able to calibrate to the high-speed requirements for certain data transfer applications. That's why the company, together with GTT, launched a pilot project to convert the previous IT infrastructure to an intelligent overlay with innovative, state-of-the-art SD-WAN technology.

The result: After a short time, SAP processes and Microsoft 365 applications could be integrated into daily business much faster.

With its ability to leverage lower-cost internet as an alternative access method, the SD-WAN solution increased bandwidth availability 10 times at almost the same cost.

Digitalization has also been making inroads in metrology and automation technology for some years now and is becoming increasingly important in order to meet modern work processes and customer requirements. Numerous applications are increasingly being outsourced to the cloud.

This also applies for Endress+Hauser: In the past, the group of companies used on-premises solutions. In recent years, the company has gradually switched to cloud structures for SAP services and applications from the Microsoft Office 365 package.

Endress+Hauser must be able to access all of these services quickly and reliably.

“To improve our connectivity to the cloud, we were looking for a suitable partner with expertise in state-of-the-art SD-WAN technology,” reports Endress+Hauser Department Head of Networks and Security Jan Heilbrunner. “After receiving support from an independent consulting firm, we decided to run a pilot project with GTT at five locations. The pilot was about finding out whether SD-WAN technology meets the performance and availability requirements. This allowed us to test the new infrastructure on a small scale before scaling it for more sites.”

GTT operates a global Tier 1 Internet network and has international expertise, secure high-speed connectivity and flexible service offerings. In addition to its internet service, the company offers a range of cloud networking services to meet all the requirements of running a modern IT infrastructure.

With years of experience in implementing high-quality SD-WAN technologies, GTT is able to develop individual solutions that are optimally adapted to the requirements of different industry-specific applications. In doing so, the global company attaches great importance to agile customer support.



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Successful conversion despite pandemic

The pilot project started in February 2020 and began with the conversion from an MPLS network to GTT’s SD-WAN technology. An initial challenge at this point was the impact to business of the global pandemic, which made business operations around the world difficult for countless companies. For example, lockdowns in various countries prevented on-site installations in some buildings.

“Nobody had expected this situation; it hit us abruptly. Nevertheless, with the help of GTT’s agile project management, we moved forward step-by-step,” says Heilbrunner. “The reporting and also the organization were impeccable at all times. For example, there was a weekly call to coordinate the current status of all the project-related elements.”

GTT’s agile project management also enabled the implementation of individualized solutions for Endress+Hauser, despite the more difficult conditions caused by the pandemic.

The last sites were successfully converted in November 2020. “The results exceeded our expectations, and we are extremely satisfied with the superior performance capabilities of the new solution,” summarizes Heilbrunner.

Low latency and maximum availability

A major advantage of GTT’s SD-WAN technology for Endress+Hauser is the peering between providers. This supports the group of companies, particularly in its intensive use of Microsoft 365, significantly reducing the distance between the company and the Microsoft backbone and enabling low latency. “We need to be able to rely on the high availability of our data at all times in order to maintain operations,” Heilbrunner says. “The speed of our new network has improved tremendously with the help of GTT’s SD-WAN overlay for corresponding data transfers. We notice this in our day-to-day business, and we’ve already received positive feedback on it internally.”

Endress+Hauser also appreciates the parallel connectivity that is possible with the SD-WAN overlay. This allows the group to use the most efficient line to get the requested resources as quickly as possible. In addition, the workload for Endress+Hauser’s IT department has been reduced by having the service fully managed by GTT. Endress+Hauser received everything from a single partner. “During the pilot project, we were able to experience the benefits of an intelligent SD-WAN overlay in practice,” says Heilbrunner. “It was an exciting learning process for us. For example, we experienced that the SD-WAN technology we use is effective with as few as two internet lines in use. Throughout the project, the GTT experts provided us with excellent advice.”

THE CONNECTED FUTURE

Building on the positive experience gained from the pilot project, Endress+Hauser is now starting to scale the SD-WAN solution and expand it for other locations. The cooperation with GTT will be continued primarily in Asian and Russian regions. "GTT is a global player with a lot of expertise and reliable local partners — especially in Asia. We can fully trust them with our conversion for the sites there," adds Heilbrunner. "We are confident that this phase will also lead to a successful improvement of our infrastructure supporting our business objectives and relieve the burden on our internal IT operations at the affected sites."

The new project started at the beginning of July. With the help of this expansion, Endress+Hauser plans to further reduce and simplify the complexity of its infrastructure. "The requirements for modern networks are continuously increasing and changing. With the GTT solution, Endress+Hauser can respond flexibly to these changes and now has a comprehensive range of options — regional circuits, MPLS and SD-WAN," summarizes Mark de Haan, senior vice president, GTT DACH & Benelux. "In the increasingly diverse IT landscapes with hybrid and multi-clouds, IT experts at Endress+Hauser already have enough tasks to handle. With our SD-WAN technology, we support the management of these complex structures and are also happy to advise on further development. We are proud that Endress+Hauser has entrusted us with this pilot project and look forward to further successful collaboration."

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.



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