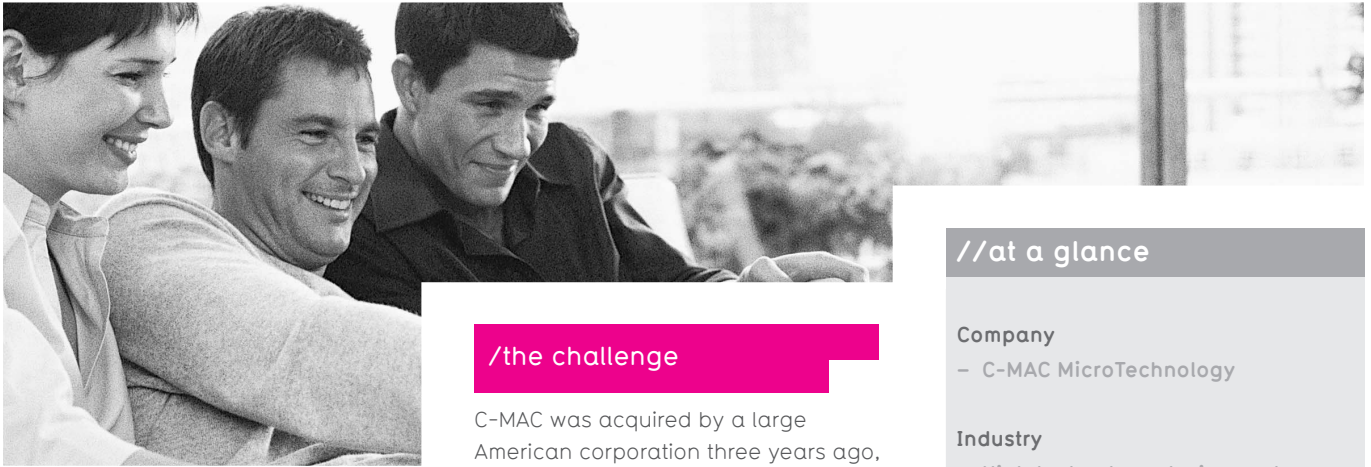


Case Study

/C-MAC MicroTechnology



/the customer

C-MAC MicroTechnology, a leading provider of microcircuit and frequency control products for the telecoms, automotive, military and aerospace industries, has signed up Viatel as its provider of network connectivity to its seven sites located around the world. C-MAC designs and manufactures high quality and performance products for use in communications satellites, cell phones, telecoms infrastructure, vehicles, smart weapons, military satellites, space rockets and the latest jet fighters.

In July C-MAC won an £8 million contract to supply sophisticated electronics for the Eurofighter Typhoon military aircraft. C-MAC operates in highly competitive international markets, which means network reliability is a business critical issue.

/the challenge

C-MAC was acquired by a large American corporation three years ago, but in the fast-paced electronics industry new markets opened up that C-MAC couldn't take advantage of whilst part of a large group. To further develop the C-MAC business model, the decision was made to sell the business to private investors.

As a result of this strategic decision, C-MAC needed to rapidly develop or acquire its own WAN that could support 1000 employees across seven sites – four in the UK, one in Canada, one in France and one in Belgium – as well as reliably, securely and cost effectively enable exchange of key competitive product designs and other essential business information. The network also had to securely support a number of remote workers.

In addition to this complex mix of requirements was the need to facilitate the sale of the company – C-MAC could not continue to operate without a WAN and as a separate entity could not use the corporate network. Time was of the essence.

//at a glance

Company

- C-MAC MicroTechnology

Industry

- High technology design and manufacturing

Viatel Solution

- Managed MPLS IP VPN connecting 7 sites across the UK, Europe and Canada
- Uncontended bonded DSL access for remote sites
- DSL access for remote workers
- Co-location
- DIA
- ISDN back-up

Key Benefits

- Speed of implementation enabled significant strategic investment to grow the company
- Bonded DSL tail circuits are as good as a fixed link and are cost effective
- The MPLS IP VPN reliably supports business processes such as ERP

“From the outset Viatel understood the challenges our business faced, and proposed an innovative solution tailored to our exact needs”

Robin Marshall, IS Manager



/the solution

C-MAC chose Viatel's fully meshed, managed MPLS IP VPN. This has in-built separation and security mechanisms which ensure that the confidentiality of C-MAC's data is maintained. Access is provided by uncontended, bonded DSL with Co-location and DIA at one of Viatel's managed data centres. An ISDN back-up service is also provided. Although cost savings were not initially an issue, the Viatel offering was very cost effective.

"I was surprised when Viatel suggested an MPLS network with DSL local tails, we hadn't considered going down this route. What it has meant is that we have a much more versatile solution than before and the tails are as good as a fixed link and far more cost effective. Our legacy network really was holding us back. From the outset Viatel understood the challenges our business faced, and proposed an innovative solution tailored to our exact needs, which would evolve with us as our business evolved," commented Robin Marshall, IS Manager at C-MAC.

C-MAC's remote workers have a VPN roaming connection which means they can access company resources from any location.

Viatel provides C-MAC with comprehensive SLAs so if C-MAC encounters any problems Viatel quickly resolves them 24/7, 52 weeks a year.

/the result

Viatel implemented the solution within just 45 days, enabling the strategic investment in C-MAC to complete and the business to continue.

"The speed of the implementation was very impressive and Viatel went to all lengths to get us up and running as quickly as possible," commented Robin Marshall. "For example, one of our sites intended to install its own router but encountered some problems, so Viatel quickly got a replacement and plugged it in."

Viatel's Managed MPLS IP VPN provides C-MAC with secure, reliable, cost effective communication between company sites and remote workers.

"Our previous WAN wasn't always reliable and we had problems with it going down, which resulted in productivity dips and affected our ERP system," commented Robin Marshall. "The Viatel solution is very robust and its dependability has been excellent, which has helped us to increase business efficiencies. In addition, the Viatel solution is very cost effective."

Viatel manages the whole solution which means C-MAC can focus on its core business. C-MAC receives monthly reports on site availability and traffic analysis per site.

The uncontended, bonded DSL links enable C-MAC to easily and cost effectively add new users and sites.

/about us

Viatel is a pan-European business communications company operating across 6 European markets, including the UK, France and Germany. It has more than 10,000 business customers, providing them a range of business communication services that help companies of all sizes to access the internet, connect their people and places, manage their web applications and increase the security of their data.

/want to know more?

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