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CLEAR VISION ON NETWORKS
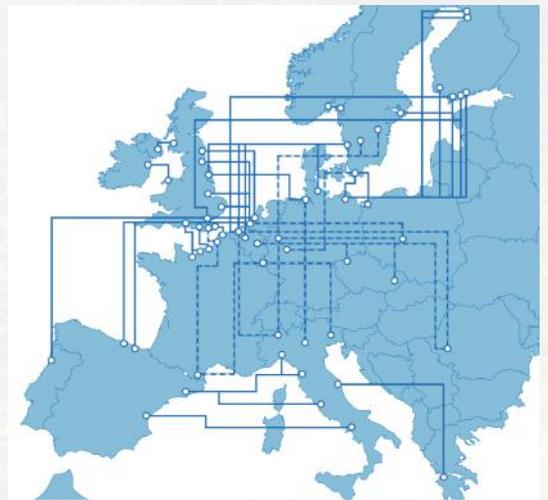
Ewals Cargo Care

CASE STUDY

Ewals Cargo Care
Keeping network uptime at a full 100%

Managed Ipanema Service by Videns IT Services keeps network uptime at Ewals Cargo Care at a full 100%

"In such a competitive environment as today's logistics sector, it is crucial for any company to differentiate itself on service and quality. The Managed Ipanema Service by Videns IT Services makes sure we can keep the uptime of our network infrastructure at 100%. To us, that is another way of delivering quality to our customers."

Corporate Manager ICT Ton Bruil manages the IT environment at Ewals Cargo Care, the logistics service supplier from the Dutch town of Tegelen. The family-run business was founded in 1906 and has since grown into an innovative player in the transportation sector with offices and distribution centres in 16 countries. The company takes on virtually any kind of load with a fleet of around 3.000 trailers and 500 tractors. Next to managing its own fleet the company, which has an annual turnover of over 600 million euro, works with a pool of subcontractors. "We constantly strive for quality, and this also goes for our team of lorry drivers", Bruil explains.

Ewals Cargo Care

For more than 100 years, Ewals Cargo Care has been providing the answer to logistics requirements. With 2.000 employees in 16 countries, 3.000 trailers and 500 trucks they arrange over 5.000 transports daily within Europe and further afield.

Today, Ewals Cargo Care is a fourth generation family company with an annual turnover of over 600 million euros.

www.ewals.com

"Right-sizing the network is crucial. To this end we deploy the Ipanema systems, managed by Videns. At every location we run an Ipanema appliance which manages network traffic on the leased lines."

"We are very adamant that our drivers get the right training and are equipped to do their job without any problems. To enable this, our planning department, our human resources department and our drivers all need to work together, in line with our ICT. Subcontractors are obligated to take training courses through our e-learning platform. We have developed courses - in their own language - in customer engagement for foreign countries. But we can also stream practical information to the trucks, like the most ideal route to a customer's premises. This approach demands that we secure the non-stop availability of the right information. An approach that in turn translates into a customer approval rate of 7.9 out of 10.

100% uptime

Network uptime is a basic requirement for a tight planning, data exchange with both customers and authorities and between the various locations, and for the data transmission to the drivers. Bruil: "We manage around 1.500 desktops at 25 sites. Our data and software are located on 250 virtual servers in two Cegeka data centres in Hasselt (BE) and Geleen (NL). Desktops run Office365 applications, web applications and the iPlan environment for planning, all within a Citrix environment. Some of our competitors have centralised planning, but we stick to our decentralised approach, with planning at the different locations. We strongly believe in communicating with our customers in their mother tongue. Which means we have to manage all these connections on a permanent availability basis. Our people have not only grown accustomed to a 100% uptime of both the network and applications, it is also a strategic choice of our management to raise the bar that high."

Because the entire IT environment has been outsourced, Ewals has to put all its trust in its network connections. Hence their selection of provider KPN International. KPN manages the international connections between the data centres and the DTA environment. These are MPLS connections in a fully redundant set-up and a SDSL connection as backup. "Network connections are a large expense because they play such an intricate part in our operations.", says Bruil. "Which means that right-sizing the network is crucial. To this end we deploy the Ipanema systems, managed by Videns. At every location we run an Ipanema appliance which manages network traffic on the leased lines. At first these machines were used to optimise data traffic on the basis of an extensive traffic analysis. Seeing as we pay per megabyte used, it makes business sense to arrange an optimal distribution of the network traffic load.

"Our people have grown accustomed to a 100% uptime."

InfoVista

InfoVista is the leading provider of cost-effective network performance orchestration solutions at the service of a better connected and collaborative world. Their solutions empower communications service providers and large enterprises to ensure a high-quality user experience by achieving optimal network performance and guaranteeing business-critical application performance. InfoVista's expertise and innovations provide a new level of actionable network, application and customer intelligence, visibility and control across all services, all technologies, and all domains of both the fixed and mobile networks.

In the day-to-day scenario, we want our local file server to replicate non-stop with the data centre. In the past this only happened once a day. In case of a systems crash, we always had to cope with data loss. Nowadays our data loss is at less than 1%. At the same time we don't want to maintain really heavy connections to keep it at that level. The Ipanema systems, together with the KPN firewalls, enable the offloading of certain data on to less costly connections. To enable this, we have stipulated a very strict prioritisation. Dynamic WAN Selection guarantees a maximum availability of connectivity by actively managing the primary and secondary connections. Business critical applications are delivered within this model of Dynamic Quality of Service and are not delayed by less critical applications."

"Service and quality to Ewals are differentiating factors in a very competitive market. Videns translates our approach into 24x7 commitment", Bruil concludes. "We are in close contact about the performance of the infrastructure and receive detailed reports on the performance, together with recommendations for improvements. And in the case of an issue, Videns makes sure it is resolved before it can have a negative effect on our service."

ABOUT VIDENS IT SERVICES B.V.

Videns provides secure, intelligent and application aware network solutions that dynamically adapt to your business requirements. We use next-generation network products and cutting edge Software Defined WAN technologies, to deliver our fully managed and OpEx based services. Videns IT Services is a privately owned company, founded in 2012 by a team of seasoned network and ICT professionals with a broad international experience. Although based in The Netherlands, serving international customers means our business is international by nature. We want to be a leading regional and independent provider of Application Aware network services and Next Generation networking solutions.

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