



Calsonic Kansei and Singtel

Calsonic Kansei is a global automotive parts maker with businesses in over 50 locations around the world. They have adopted Singtel's Global IP VPN Service, Managed Services, and Cloud Services. This acclaimed, high-quality and stable cloud service creates a technology network that enables Calsonic Kansei to perform at the highest level.

Executive Summary

Company name

Calsonic Kansei

Industry

Automotive

Company size

6,091 people (as of March 2012)

Business challenges

- Difficulty in integrating IT infrastructure among global offices as they have subscribed to many different internet service providers
- Protect IT network from being damaged by natural disasters, a particular concern for the company as it has faced problems from earthquakes in Japan

Singtel solutions

- Singtel's Global IP VPN Service, Managed Services, and Cloud Services.

Business value

- Lower costs and higher profitability - Singtel's one-stop InfoComm Technology enables Calsonic Kansei's internet network to perform more efficiently
- Safety from natural disasters – Singapore is a low risk location with regard to earthquakes and other natural calamities, making the country a secure venue for IT infrastructure and services
- Ease of growth for network - Singtel's reliable and robust cloud infrastructure empowers Calsonic Kansei to open new businesses and expand existing offices
- Computing workloads can be distributed over the cloud for better cost efficiencies

Calsonic Kansei & Singtel

Calsonic Kansei supports not only automobile makers in Japan, but also around the world. With development bases in Japan, US, UK, France and China, and more than 50 manufacturing locations worldwide, they have an established structure that enables them to optimally supply high-quality products. Their manufacturing bases are able to provide for the procurement needs of automobile makers through speedy and low cost production methods.

Business Challenges

The company's existing and new global offices faced various challenges in adapting to their new technology infrastructure. One such challenge is partnering different service providers across bases like US, UK and China. This made it difficult to isolate problems whenever network errors occur, as the Japan headquarters has to determine which provider to support their local operations globally. In addition, different global offices have their own independent mail systems, which made it difficult to communicate internally. Therefore, Calsonic Kansei needed an end-to-end unified InfoComm Technology (ICT) infrastructure for their global network and data centres.

Search for a Reliable, One-stop ICT Service Provider

Calsonic Kansei found it necessary to introduce new InfoComm Technology as they were establishing new businesses while expanding offices. As an automobile parts maker, Calsonic Kansei understood that much time and effort was needed to establish new production lines in a factory, and design an optimal IT network and system for the new and expanding offices.

"We needed an ICT infrastructure that could be implemented quickly," said Calsonic Kansei's Mr Tetsuro Kuwabara.

"Faster implementation means lower costs and thus higher

profitability. One solution was to find a one-stop ICT solution provider who could offer an end-to-end global network and cloud service."

At Calsonic Kansei, internal discussion to compare and review service providers in Asia that have almost no time zone difference to Japan and faced little risks of earthquakes was conducted. After much research, they decided to work with Singtel.

"We compared the strength of different service providers and found Singtel's offerings to be of the highest standards. It is also assuring to know that the Singapore Government uses the same Singtel services," Mr Kuwabara added.

Furthermore, Singapore is known for being a low-risk country in terms of being free from natural disasters, is well-equipped with key infrastructure such as power and telecommunication lines, and is politically stable. Another reason for choosing Singtel is that the company can leverage Singapore's multi-lingual workforce, making it convenient for Calsonic Kansei to deal with enquiries coming from around the world.

The main characteristic of Singtel is their ability to provide a one-stop network and system infrastructure by direct connection between its highly reliable, secure data centres and global IP VPN service. Singtel also focuses on cultivating partnerships, building technology support and business alliances with other service providers in various countries. This support structure of Singtel's fulfils the requirements of Calsonic Kansei.

In the past, local offices in US or Europe would depend on local InfoComm Technology operators to design the network, and for them to operate and maintain the equipment. Now, Calsonic Kansei simply pre-selects network equipment models, such as routers for installation in a particular office, and then outsources the entire process from procurement, installation to monitoring to Singtel. "By so doing, we are able to standardise the InfoComm Technology infrastructure throughout the global offices," said Mr Tatsuya Hirayama of Calsonic Kansei.

Singtel Builds Global Network for Calsonic Kansei

Singtel commenced construction of Calsonic Kansei's global network from December 2011. Upon completion in July 2012, a network was designed to serve traffic to Japan, as the country is the largest connecting site handling large capacities of design data, supporting other global regions. All the main global sites are connected via the Global IP VPN service. Calsonic Kansei uses Singtel's "Global Managed InfoComm Technology Service" to monitor their global network 24 hours a day, 365 days a year. Besides installation and maintenance operations of the global network, routers and switches, the company has also outsourced the operations of WAN optimisation appliances that are installed in developing offices in Japan and China.



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Mr Tetsuro Kuwabara,
Senior Global Project
Manager,
Corporate IT Strategy &
Planning Group



Singtel Provides Efficient and Effective Solutions

"One of the reasons for selecting Singtel was the management team's seriousness in reviewing our requirements," recalled Mr Kuwabara. While they were deploying the IP phone system globally, they proposed that the "IP Phone Service" be given to Singtel to manage. Mr Kuwabara recounted the effectiveness of introducing the service. "We now use Singtel's cloud-based Unified Communications solution for tele-conversation and tele-conference, and we are satisfied with its high sound quality."

Singtel Provides Secure Technology to Calsonic Kansei

Business continuity is of key concern to Calsonic Kansei. Singtel's Infrastructure-as-a-Service (IaaS) gives Calsonic Kansei peace-of-mind by providing a reliable backup system for critical operations, such as accounts information, customer data and business transactions. The fact that Singtel's state-of-the-art data centres are located in Singapore also proved to be attractive to Calsonic Kansei, as it gave the company a secure secondary site through Singtel's enterprise-class cloud service to host their operations for business continuity planning purposes, with the data being housed in Singapore. In addition, Calsonic Kansei can enjoy better cost efficiencies with computing workloads being distributed over the cloud.



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Mr Tatsuya Hirayama,
Manager,
Corporate IT Strategy &
Planning Group



Future Plans

Moving forward, Calsonic Kansei plans to migrate from their on-premise systems to cloud services during the renewal of their various business systems. For example, by migrating the Enterprise Resource Planning (ERP) system installed in the respective regions in Asia to Singtel's cloud services, integrated analysis will be made easier, and this reduces operational maintenance costs.

Calsonic Kansei is expanding their global businesses and plans to rely on Singtel as a business partner to support them for their InfoComm Technology needs.

About Singtel

Singtel is Asia's leading communications group providing a portfolio of services including voice and data solutions over fixed, wireless and Internet platforms as well as infocomm technology and pay TV. The Group has presence in Asia, Australia and Africa with over 500 million mobile customers in 25 countries, including Bangladesh, India, Indonesia, the Philippines and Thailand. It also has a vast network of offices throughout Asia Pacific, Europe and the United States.

Awards

Asia Communications Awards

Best Enterprise Service - Connectivity as a Service (2013)
Best Cloud Service (2011 & 2012)
Project of the Year - G-Cloud (2014)

Carrier Ethernet Service Provider Awards 2013

Best Global Carrier Ethernet Business App
Best Asia Pacific Wholesale Ethernet Service

Computerworld SG Readers' Choice Awards

Best Data Centre and Hosting Services Provider
(2007 & 2009 - 2013)
Best Managed Connectivity Services Provider
(2006 - 2013)

Frost & Sullivan Asia Pacific ICT Awards

Data Communications Service Provider of the Year (2013)
Services Provider CEO of the Year (2013)
Telecom Cloud Service Provider of the Year (2012)

Frost & Sullivan SG Excellence Awards 2013

Carrier Ethernet Service Provider of the Year
Beyond Connectivity Service Provider of the Year
Telecom Service Provider of the Year

IDC Topline Report

Market Leadership for International MPLS IP VPN Services
APEJ and International Dedicated P2P Services IPLC+E-Line
(APEJ for 1H2010 to 1H2013)*

* Source: IDC APEJ Fixed Line Telecom Services Tracker, 1H2013

