

Worldwide network for Emhart Glass.

..... **T** Systems



The customer and its business.

Each year, 200 billion glass containers are manufactured – ranging from drink bottles to medical vials. Emhart Glass develops and builds systems on which these glass containers are formed. Along with glass forming and inspection machines, the offer also includes components and spare parts as well as consultancy and service. Emhart Glass is headquartered in Switzerland in the city of Cham, which is located in the Canton of Zug.

The research and development centre is located in the USA with production sites in Sweden, the USA, Italy and Malaysia. Today, Emhart Glass is the worldwide market and technological leader in the glass container industry and has customers in Europe, America and Asia. The products made by Emhart Glass ensure that the glass remains the best packaging material for foodstuffs, drinks, cosmetics and pharmaceutical products.

EMHARTGLASS
a **BUCHER** company

With T-Systems, Emhart Glass has one partner, one contract, one invoice, one single point of contact – and consequently one solution.

The task.

As a company that is active on a global level, Emhart Glass has always placed high requirements on its international network. In the project with T-Systems, an integrated IP solution was to be offered, which is modular in construction. The operation of the network was to be simplified and as a result, the costs reduced. The IP network was to be flexible and a remote solution needed to be integrated for the field-based staff. Besides that, Emhart Glass wanted a reduction in interfaces and consequently an improvement in the proactive network and service management.

As an innovative company, Emhart Glass needs to be able to adapt on short notice to meet the needs of customers and the market. For that reason, the services need to be innovative and be combinable depending on the requirements. In addition, services must be able to be added or removed easily and at any time.

An additional aim of Emhart Glass was to adapt the size of the network to the growing company and at the same time to ensure the uniformity between operative and strategic management of the IT and TC environment.

The challenge.

Emhart Glass supports around a thousand employees in 11 countries spread over three continents. They were looking for assorted secure, global and high-availability applications such as Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM).

To meet this requirement, T-Systems developed a fully integrated IP solution based on MPLS technology for Emhart Glass. In addition to that, the Global Corporate Access solution was also integrated. Furthermore, T-Systems had the task of keeping interruptions that occurred during migration of the individual sites to the T-Systems MPLS network to as short a time as possible.

The solution.

T-Systems created an MPLS network for Emhart Glass that is based on the Deutsche Telekom SDH network. As a result, the customer has a powerful and closely integrated network with unique performance characteristics. Flexibility is guaranteed through homogenous modules, which the MPLS network offers. The customer's request to guarantee worldwide network coverage at all times was able to be met with the T-Systems product "Global Corporate Access".

Benefits to the customer.

With the solutions provided by T-Systems, Emhart Glass today has a fast and powerful network that is able to be easily operated and that can be adapted to meet the changing market and production conditions. Through worldwide network coverage, field-based staff have secure access to their data at all times, whether that be from the airport or the hotel, all at a flat-rate price. The administrative processes are consistent throughout, which has already led to cost savings. Along with many additional advantages, the system also offers functions such as QoS for prioritising business-critical data flows or flexible utilisation of available bandwidth by means of individual network traffic categories. Looking to the future, T-Systems has ensured that the integration of next generation services is also possible, such as the company's own content, video or ASP services.

At a glance.

- Global MPLS connection of 15 sites
 - Central Internet access
 - Global Corporate Access for more than a thousand users
 - One partner
 - One contract
 - One invoice
 - One single point of contact
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Questions? Any requests?
Need information?

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