

Hybrid WAN solution unlocks major digital transformation for Noble Resources

Fully managed solution across a robust digital fabric accelerates cloud transition and cuts WAN costs by 52%.

UNLOCK YOUR APAC DIGITAL ROADMAP



THE CHALLENGE

Break out of an underperforming growth-crippling legacy WAN



Headquartered in Hong Kong, Noble Resources had been the customer of a legacy incumbent carrier for nearly a decade.

Locked into an underperforming legacy WAN, Noble Resources was dissatisfied with its carrier's service and support model, which failed to enable its network transformation.

The Company sought a better solution to accommodate the transition of workloads to the cloud, support its hybrid workforce model, and increase its business decision-making agility.

Several issues were associated with the legacy solution:



High cost

Hardware, operations, ongoing hardware maintenance, and the need to maintain different skill sets across different technology stacks were all contributing to high operating cost.

Poor application performance

Slow response times during critical file transfer activity severely impacted user experience. This resulted in reduced workforce productivity, which prevented Company users from completing business processes on time.

Traditional architecture

The Company had already begun their journey towards moving their application workloads into the cloud. The current traditional MPLS hindered their ability to connect their users to cloud workloads in the most efficient way.

High risk of application unavailability

A single link at every branch meant that the WAN could not handle failure scenarios where the MPLS CPE and/or link experiences outages, resulting in application downtime for users. In such failure scenarios, the IT team had to configure their network in a way that would reroute traffic over the Internet. This method was cumbersome and had to be managed separately by the IT team.

Lack of support

Despite having engaged the current carrier for Tier 1 customer support, Noble Resources was not getting the expected levels of service.

THE SOLUTION

Leverage a hybrid WAN across a robust, cloud-first digital fabric

Initially, Noble Resources contacted Tata Communications for a like-for-like network replacement, unaware of a viable technology solution to replace MPLS.

However, the Tata Communications team identified hidden transformation requirements needed to modernize the Company's new WAN.

Over a series of workshops, Tata Communications collaborated with Noble Resources to develop innovative capabilities delivered through a dedicated support structure, combining Tata Communications' IZO™ Next-Gen Connectivity.

Fully Managed Hybrid SD-WAN

Tata Communications' IZO™ Next-Gen Connectivity has evolved with industry shifts toward Internet as a core connectivity, making it the optimal solution for APAC enterprises looking for the opportunity to transform their networks. The managed SD-WAN solution developed for Noble Resources brought together:

- IZO™ Multi Cloud Connect in Hong Kong
- 9 locations in APAC
- Hybrid WAN (9xGVPN link/9 IZO™ Internet WAN links)
- IZO™ SDWAN - 19 devices
- WAN Optimisation

The Tata Communications-managed WAN solution improved end user experience and simplified the hardware footprint to achieve a much more cost-effective solution.

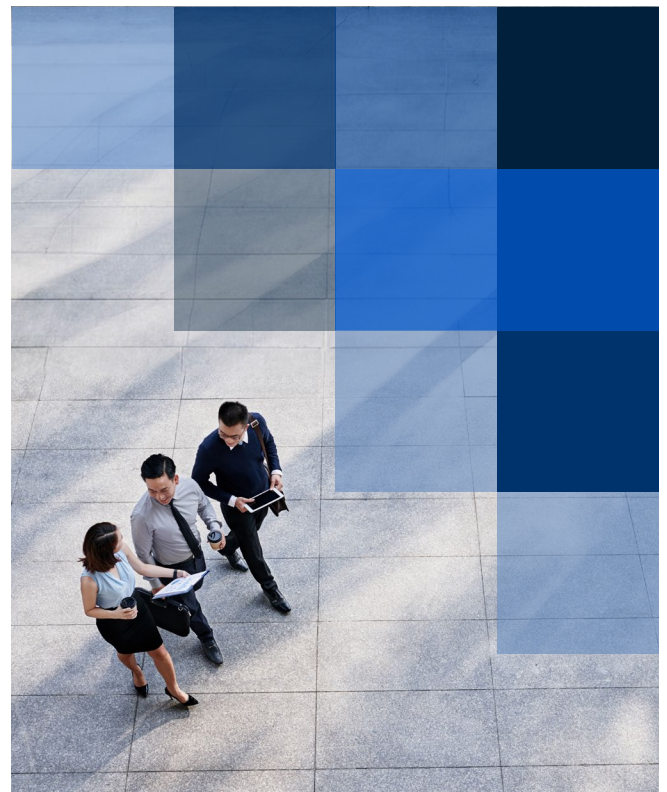
Supporting a Multi-Cloud Provider Strategy






Tata Communications integrated Multi-Cloud Connect providing greater agility for the customer to onboard additional cloud providers in Hong Kong.

By diversifying their cloud environment, Noble Resources is able to mitigate risks, optimize costs, and avoid vendor lock-in while ensuring high availability and scalability for their applications and services. Tata Communications proactively identified any security concerns and ensured all solution compliance requirements.

Customer Intimacy

Tata Communications ensured that a proactive Customer Service Manager would provide the Day 2 intimacy missing from Noble Resources' incumbent experience. This approach means customer needs are anticipated and addressed promptly, fostering stronger collaboration.



-  **Reduced WAN Costs by 52%**
-  **Improved end user experience** through managed SD-WAN
-  **Gained agility for future onboarding of more Cloud Providers** via “IZO™ Multi Cloud Connect” in Hong Kong
-  **Simplified branch IT through reduced hardware footprint** combining three device functions (WAN/DDOS/WAN Acceleration) into one, creating a single SD-WAN fabric for site-to-site and site-to-cloud communication
-  **Assured security compliance** for vendor consolidation strategy with Outsourced SIEM and Managed SSE opportunities



“Besides enhancing our digital transformation and improving our network agility, Tata Communications’ hybrid solution helped us achieve our sustainability goals in a highly efficient and effective manner.”

Mark Smith | Group Chief Information Officer



About Tata Communications

Tata Communications is a digital ecosystem enabler that powers today’s fast-growing digital economy. Tata Communications enables the digital transformation of enterprises globally, including 300 of the Fortune 500 — unlocking opportunities for businesses by enabling borderless growth, boosting product innovation and customer experience, improving productivity and efficiency, building agility, and managing risk. With its solutions-orientated approach, proven managed service capabilities, and cutting-edge infrastructure, Tata Communications drives the next level of intelligence powered by cloud, mobility, Internet of Things (IoT), collaboration, security, and network services.