



Case Study

Yinson's Journey to Seamless Digital Operations: Transforming Connectivity and Collaboration



Delivering Excellence in Energy Infrastructure Solutions

In the ever-evolving energy sector, companies like Yinson, a global leader in energy solutions, depend on cutting-edge connectivity and robust communication platforms to maintain efficiency, drive innovation, and enable seamless collaboration across borders. Operating in diverse geographies with critical applications hosted on-premises and in the cloud, Yinson sought to enhance network performance and unify its communication tools. Through a partnership with Tata Communications, Yinson harnessed the power of MPLS and GlobalRapid for Microsoft Teams to improve its operations, ensuring uninterrupted business continuity and robust digital transformation.

The Backbone of Yinson's Operations: Critical Connectivity and Communication Needs

For Yinson, reliable connectivity and efficient communication are not mere conveniences but critical to the company's operations. Their finance department utilises a centrally-hosted ERP system to manage core financial processes, such as budgeting, reporting, and compliance. Any disruption in accessing this system could result in delays, affecting decision-making and financial integrity.



Day-to-day communication at Yinson also includes regular team meetings, project updates, and instant messaging for quick queries and clarifications. Employees frequently use video conferencing for virtual face-to-face interactions, which helps maintain a personal connection despite geographical distances. Additionally, the use of shared digital workspaces allows teams to collaborate on documents and projects in real-time, ensuring everyone stays on the same page and can contribute effectively.

Moreover, Yinson's extensive collaboration with vendors and suppliers demands a reliable platform that facilitates seamless coordination to support procurement, contract management, and the timely delivery of resources. The ability to effectively coordinate across dispersed teams

and stakeholders is crucial for ensuring operational excellence, sustaining strong relationships, and enhancing employee experience.

Breaking Through Barriers: Overcoming Key Challenges

Yinson was seeking enhanced connectivity and communication platforms to keep pace with its exponential growth in recent years. Its legacy network relied on non-dedicated internet circuits, which would no longer be adequate for supporting the increased complexity and demand of applications like the ERP system, resulting in potential delayed access and inefficiencies. At the same time, legacy communication tools were creating unoptimised collaboration experiences. Yinson's primary objectives were to:

-  Improve network performance for seamless access to critical applications.
-  Unify communication platforms to enhance collaboration and operational efficiency.

About Yinson

Yinson is a global energy infrastructure and technology company with a presence across Africa, the Americas, Europe, and Asia. Yinson runs three key businesses: The design, construction, and operation of Floating Production, Storage, and Offloading (FPSO) units for the offshore oil and gas industry, renewable energy infrastructure development, and the provision of green technologies solutions for the electrification of transportation. The company is committed to a sustainable future, with goals to achieve carbon neutrality by 2030 and net-zero emissions by 2050.

Strengthening Connectivity and Collaboration Through Tech-Driven Enhancements

Tata Communications MPLS: Empowering Network Performance

Yinson implemented Tata Communications MPLS solutions to address its network challenges. These technologies delivered dedicated connectivity, ensuring uninterrupted access to the ERP system and local hosted applications. By reducing latency and improving response times, the solutions empowered employees to work efficiently and avoid delays in critical operations.

GlobalRapide for Microsoft Teams: Revolutionising Collaboration

To unify its communication landscape, Yinson transitioned from its legacy systems to Tata Communications GlobalRapide for Microsoft Teams. The solution included Direct Inward Dialling (DID) numbers for all employees in Kuala Lumpur and Singapore. This ensured consistent communication across locations and provided every employee with the tools needed for efficient collaboration.

The platform facilitated smooth interaction with external stakeholders and internal teams, seamlessly integrating into Yinson's existing IT ecosystem. Employees experienced improved voice quality and advanced collaboration features, enhancing productivity and communication efficiency.



Driving Yinson's Operational Excellence: Transformative Results

Yinson has achieved strong results through its partnership with Tata Communications:



Enhanced Network Performance: Faster access to ERP and local hosted applications has optimised the handling of critical operations, supporting overall operational efficiency.



Seamless Collaboration: A unified platform has facilitated effective internal and external communication, empowering global teams to collaborate effectively and fostering stronger stakeholder relationships.



IT Resource Efficiency: Tata Communications' managed services have freed Yinson's IT team from routine maintenance, allowing them to focus on high-value initiatives. Tata Communications as a single point of contact for network support has simplified issue resolution and improved overall efficiency.



Improved Employee Experience: Reliable connectivity has enabled employees to focus on strategic goals without the hindrance of technical disruptions.



Scalable Global Operations: High-performance connectivity and collaboration tools support Yinson's operations across multiple geographies, ensuring business continuity and growth.

Key Highlights

- Comprehensive managed services providing a single point of contact for all network-related needs, reducing IT resource strain.
- Real-time traffic prioritisation ensuring uninterrupted meetings and video conferencing.
- Integration of DIDs to ensure smooth communication across key locations.

- Robust connectivity enabling critical application access with reduced latency and improved reliability.
- Enhanced collaboration tools, fostering innovation and streamlining stakeholder interactions.

Paving the Way for Future Energy Solutions with Digital Innovation

Through its partnership with Tata Communications, Yinson has strengthened the resiliency of its digital foundation that drives operational excellence and innovation. The deployment of MPLS and GlobalRapid for Microsoft Teams has not only addressed Yinson's immediate challenges but also positioned the company for long-term success. By embracing cutting-edge connectivity and workforce collaboration solutions, Yinson continues to lead in the energy sector, setting new benchmarks for efficiency and global collaboration.

"Partnering with Tata Communications has made a significant difference for us. With the new network solutions and unified communication tools, we've seen improvement in how we collaborate globally and access critical applications. The reliable connectivity has streamlined our operations, allowing us to focus on what matters most—driving innovation and efficiency as we continue to grow and adapt in the energy sector."

Andy Wong,
Head Of Corporate IT, Yinson



Build your future through a digital customer experience

If you are an enterprise looking to transform the way your customers experience your product, talk to your Tata Communications representative about your company's digital transformation.

- How you can reach your high value customers in the most convenient way?

Transform Now

About Tata Communications

A part of the Tata Group, Tata Communications (NSE: TATACOMM; BSE: 500483) is a leading global commtech (communications technology) player powering today's fast-growing digital economy in more than 190 countries and territories. Leading with trust, it enables digital transformation of enterprises globally with collaboration and connected solutions, core and next gen connectivity, cloud hosting and security solutions and media services. 300 of the Fortune 500 companies are its customers and the company connects businesses to 80% of the world's cloud giants. For more information, please visit www.tatacommunications.com

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