



# Boosting Global Connectivity for an Indian Manufacturing Powerhouse

## Background

A leading US-based pharmaceutical manufacturing company, headquartered in Mumbai, India, and operating multiple factories across the country's industrial zones, encountered substantial challenges with its existing GMPLS-VPN services, leading to production-related issues. Acquired from a US-based service provider, these connections were not only expensive but also fell short of meeting Service Level Agreements, negatively impacting the company's operations and international communication.



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## The Challenge



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Poor service quality from the current provider was hindering efficient global operations.

The high cost of global MPLS connections was significantly impacting the company's finances.



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The existing service provider was not recognized in Gartner's survey report, raising concerns about their service standards and global reach.

## Strategic Solution by M2M Communications

M2M Communications intervened with a strategic proposition that aimed to significantly boost service quality with improved SLA and cut costs by 30-40%. Recognizing the importance of reliable and efficient global connectivity for the client, M2M Communications recommended switching to Tata Communications for their global MPLS needs. They distinguished by its presence in Gartner's survey reports and its extensive network across 185 countries, promised superior service and connectivity.



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# Implementation and Results



## Network Connectivity

The shift to the new network solution dramatically improved network uptime, data transfer speeds and server reliability across different regions, markedly enhancing user experience.



## Cost Efficiency

By switching to the recommended network provider, the company saw a significant reduction in global networking expenses by 30-40%, providing a considerable financial benefit.



## Service Quality

This change led to notable improvements in network dependability and data transfer capabilities, attributed to the new provider's solid global infrastructure.

After a six-month evaluation, which included load balancing between the old and new networks, the observed improvements prompted the company to fully transition their global network to the new provider. This move led to a successful four-year partnership, marked by increased satisfaction and improved efficiency.

## Impact



Secured a 30-40% savings on global MPLS connectivity expenses.



Boosted global operational efficiency through better network reliability and speed, facilitating more effective international operations.



Improved user experience in global locations due to faster data transfers and reliable server connections.

## Consultative Approach

M2M Communications adopted a consultative approach, thoroughly understanding the client's specific needs and challenges. They examined possible issues with the current setup and developed a customized solution to meet the client's exact needs. Working closely with partners, M2M designed a solution that precisely matched the client's operational requirements.



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