

Measurement Specialties, Inc.

Measurement Specialties is a global designer and manufacturer of sensors and sensor-based systems. The company's products are used as embedded devices by original equipment manufacturers (OEMs) or as stand-alone sensors for test and measurement to provide critical monitoring, feedback and control input. Measurement Specialties' sensors measure temperature, pressure, force, position vibration and humidity, and the company's technology is at the heart of many everyday products, such as airplanes, household appliances, and medical equipment.

The Situation

While expanding globally through a series of acquisitions, Measurement Specialties faced "seriously degrading network performance" according to Bob Andreini, Global Director of IS/IT. Internal and external communications and business critical applications were affected, and the business suffered as a result.

Measurement Specialties had augmented its original point-to-point network with a mix of IP VPN and additional point-to-point connections as new locations came on board, so all connections were routed through the company's headquarters in Hampton, VA. As the company grew, the network became fragmented and could not support heavy data transfer and worldwide connectivity, causing such poor performance that downtime was measured in days per quarter and seriously impacted the business. When the network went down, sites around the world lost the ability to process and ship orders and match production to inventory plans. In addition, Measurement Specialties sometimes lost all two-way communication for stretches as long as 24 hours, which hampered customer service and challenged collaboration between globally, dispersed engineering and product development groups.

The situation also put a strain on Andreini and his lean team of 35 staff members, only a few of whom are network engineers. Measurement Specialties frequently had to mediate disputes between the old provider and its partners in other countries before one carrier would fix a network issue, and a number of the staff had to spend extra time learning to configure routers to fill a gap in the provider's services.

Among Measurement Specialties' needs for a better network were:

- Replace degrading hub-and-spoke network with scalable, global network with best-path routing
- Fully managed solution to allow internal IT staff to focus on strategic business initiatives
- Flexible network architecture to ensure performance
- Reduce network downtime with resilient multi-carrier network
- 24x7 committed customer support and expert management



Industry Focus

Manufacturing

Size

2400 employees; Headquartered in Hampton, Virginia with US offices in California, Ohio, and Massachusetts; Six international sites in China, Ireland, France, Germany, and Switzerland.

Challenges

Support corporate expansion and improve global collaboration by designing, implementing and managing high-performance network for twelve global sites

Solution

Virtela's Managed MPLS service with DSL backup

Bottom Line

Virtela replaced days of downtime with 99.99% network availability for twelve sites around the world with fully managed network services that have dramatically reduced strain on IT staff.

Virtela Solution

Virtela's intelligent, overlay multi-carrier backbone network integrates and optimizes best-in-class local, regional and global networks worldwide to ensure that communications between Measurement Specialties' diverse locations are routed over the highest-performing network at any given time.

High-performing network worldwide	Virtela provides a single-source solution for all of the company's sites with fast, reliable and secure network connectivity around the globe. Traffic is automatically routed directly over the most efficient path rather than through a hub.
Fully managed solution	Virtela's comprehensive managed services allow Measurement Specialties' IT staff to focus on strategic initiatives without having to worry about the network infrastructure. Virtela saves Measurement Specialties significant staff involvement, to the equivalent of one to two full-time employees.
Strategic network design	Business-critical information for production, engineering and corporate communication is prioritized and transferred over the primary MPLS network, while internet traffic flows over secondary DSL backup connections.
Reduced network downtime	Virtela's multiple service provider partnerships and dynamic failover capabilities meet or exceed the company's corporate directive of 99.99% network availability.
Committed customer service	Internal transparency means that Virtela's Global Operations Centers around the globe are completely versed on Measurement Specialties' network and needs to allow for swift and seamless 24x7 service.

"It sounds ludicrous, but before Virtela, we were literally measuring our network downtime in days per quarter, and it was really impacting our business. We couldn't ship invoices, process orders, or communicate with customers or partners. Now, with Virtela's MPLS network and DSL backup, we're at 99.99 % network availability, and the transitions are completely seamless. If there's a problem with the network somewhere, the users are not aware, and we usually find out because Virtela sends us a notification."

- Bob Andreini, Global Director of IS/IT, Measurement Specialties

The Bottom Line

Based on Measurement Specialties' business requirements, Virtela implemented a fully managed MPLS network with DSL back up for optimal performance. Virtela's commitment to end-to-end management and unique carrier-agnostic approach to integrating and aggregating the best networks provide Measurement Specialties with world-class global performance, reliability and service. Virtela transfers data between sites via best-path routing over fully redundant networks, so that downtime has been essentially eliminated.

Who We Are

Virtela Technology Services Incorporated is the world's largest independent managed network, security and cloud services company. Virtela offers an award-winning suite of services - including MPLS and IP-based Virtual Private Networks (VPNs), security, application acceleration, mobile device management, and IT infrastructure management - to mid-market and Fortune 500 customers around the world. Virtela offers unparalleled geographic reach to more than 190 countries through its partnerships with more than 500 carriers. Virtela is headquartered in Denver, Colorado, with globally distributed Network Operations Centers in the U.S., India and the Philippines. For more information, please call +1 (720) 475-4000 or visit www.virtela.net.