

Inteva Accelerates Global Expansion and Reduces Costs by 30%

CHALLENGE

GLOBAL BUSINESS AGILITY

Inteva is a global supplier of engineered components and systems that help customers such as Mercedes, Toyota and BMW stay competitive. The \$2.5 billion manufacturer, which operates dozens of regional headquarters, engineering centers and manufacturing plants, had reached a pivotal point in its growth, with ambitions to expand rapidly across the globe.

System interruptions were also a major concern to the company, as even a minute of downtime could result in substantial financial impact. "To grow profitably, we need to be able to rapidly and cost-effectively integrate sites and quickly and securely connect new employees to corporate assets, without impacting operations," says Dennis Hodges, CIO at Inteva.

SOLUTION

A NEW KIND OF SERVICE PROVIDER

When Inteva spun off from a parent company, its leadership decided to find a true global communications partner, not just a network provider. Virtela was selected on the promise of shattering the limitations of traditional telecom services.

"Virtela's Virtualized Overlay Network allows us to quickly bring up new locations around the world, which has been instrumental to Inteva's global expansion." – Dennis Hodges, Inteva CIO

Virtela offers Inteva an asset-light approach that delivers integrated LAN, WAN, IPT and security services with proactive 24x7 monitoring and management. The Virtela Enterprise Services Cloud (ESC) enables critical services for Inteva including:

- Unified Communications – Cloud-based UC featuring design, configuration and 24x7 proactive support plus remote access to quickly integrate newly acquired sites
- Security – Cloud-based security services, including managed Intrusion Prevention System (IPS), web filtering, and firewall
- Mobility – Cloud-based Mobile Device Management protects Inteva from risks and performance issues associated with downloading applications and content
- Network – Global Virtualized Overlay Network provides coverage in 1 million cities, leveraging 1,000+ local and regional service providers for optimal routing and resiliency

Virtela's Virtualized Overlay Network stands ready to quickly connect Inteva's locations anywhere worldwide. Adds Hodges, "Virtela's backbone offers built-in diversity between different carriers, and their ability to offer this diversity to the last mile has really provided an outstanding service for us."



Inteva Products, LLC employs over 9,000 people in 18 countries, with a focus on delivering high-quality products, on time and on budget. Inteva has global resources for engineering, manufacturing and customer service for Closure Systems, Interiors Systems, Motors and Electronics, and Roof Systems.

RESULTS SNAPSHOT



DOUBLED GLOBAL OPERATIONS
WITHOUT BUSINESS DISRUPTION



RESULTS

AGGRESSIVE EXPANSION

Since partnering with Virtela, Inteva has grown from 3,500 to more than 9,000 employees. Virtela manages 45 sites in 18 countries, up from 4 countries when the partnership began. When Inteva acquired ArvinMeritor's Body Systems in 2011, which instantly doubled Inteva's size, it leveraged Virtela to quickly add 30 locations worldwide, including typically challenging regions such as China.

Recent facilities added include a technical center in China serving Volkswagen and General Motors; a manufacturing plant in India serving Ford, Volkswagen, and Hyundai; plus plants in China, Korea and Brazil. "Virtela's groundbreaking network services accelerate and ease the process of adding new sites and consolidating operations," says Hodges.

BETTER NETWORK AND APPLICATION PERFORMANCE

His success as a CIO in leveraging technology to drive business performance and improve processes worldwide has earned Hodges numerous prestigious industry awards. Virtela helps Hodges carry out his mission by keeping Inteva's critical applications such as Salesforce.com, ERP and UC running smoothly 24x7 through:

- ▶ Multicarrier best-path routing and auto failover
- ▶ Predictive Network Analytics that proactively detects 95% of potential issues
- ▶ Passionate customer support

"Virtela's customer support team is highly proactive and responsive and the network and application performance are superior," says Hodges. "Even a minute of downtime can result in substantial financial impact. We have never experienced a network outage with Virtela."

30% REDUCTION IN COSTS

Inteva slashed upfront capital expenses and ongoing operational costs by offloading management of its core network and security infrastructure to Virtela. "We've freed up \$1.8 million in annual budget by choosing Virtela over our previous managed network services provider," says Hodges.

Leveraging Virtela to transition IT services to the cloud helps Inteva run lean. "We run at less than 1% of revenue in IT, which is world class in our market," adds Hodges. "The ability to do that with business analysts as our primary IT team allows us to really focus on the strategic needs of the business."

Virtela provides a single source and single point of contact for global LAN/WAN/IPT monitoring and management, with 24x7 troubleshooting across 18 countries, shaving days off the previous process and reducing operating costs.

With Virtela's cloud platform and services, Inteva has successfully:

- ▶ Executed an aggressive M&A growth strategy
- ▶ Streamlined the daunting task of onboarding multiple new locations
- ▶ More than doubled in size since the beginning of their partnership

"Maximizing profitability depends on reducing our CapEx costs in favor of OpEx investments that enhance operations for our engineers, technical centers and manufacturing sites around the world," says Hodges. "Virtela helped us reduce costs by 30%, which we redirect for product innovation, launching new programs with automakers and other strategic initiatives."

“Our business performance is dependent on our network performance. Even a minute of downtime can result in substantial financial impact. We have never experienced a network outage with Virtela.”

– Dennis Hodges
CIO, Inteva Products



VIRTELA SOLUTION

Virtela Enterprise Services Cloud platform and services:

- ✓ Unified Communications
- ✓ Security
- ✓ Mobile Device Management
- ✓ Remote Access
- ✓ WAN Connectivity