



SUCCESS STORY



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“When you are embarking on a major project, it is essential to find a good partner... who has experience in the local market, understands the challenges and has prior success finding solutions to the relevant problems in the relevant regions.”

David Sukowatey
INSYS icom Product Manager
Managed Services

INSYS icom Selects CITIC Telecom CPC to Bolster Network Resilience and Operational Capabilities.

Germany headquartered global producer of mission-critical Industrial Internet of Things solutions successfully extended business reach and presence worldwide, including in mainland China, by leveraging CITIC Telecom CPC's extensive resources and knowledge to address complex technical, business and regulatory challenges.

“INSYS icom expands its business into the dynamic markets of Asia and China, their growth trajectory is bolstered by the exceptional capabilities of TrueCONNECT™ Premium Private Ethernet LAN connectivity and in-country SmartCLOUD™ data storage solution.”

Secure communication and networking of data in industrial applications - that is the core competence of INSYS icom. With its intelligent and powerful hardware and software solutions (Managed Devices and Services), machines, plants and other devices can be reached remotely and their operating data transmitted. INSYS icom masters the advancing digitalization with its expert knowledge of this complex subject area. The company has set itself the goal of continuously developing innovations for industrial data communication and networking and works passionately every day to achieve this. The leading manufacturer in the energy and water supply segment also positions itself as a premium partner in the field of mechanical engineering. Customer proximity in all its forms is the foundation for the regionally rooted and cosmopolitan company.

“Our manufacturing industry customers build and deliver machinery to their own customers' manufacturing plants all over the world, including in China,” said INSYS icom Product Manager David Sukowatey. “In certain regions, we face cultural and language challenges with technological differences to implement required solutions to meet regional customers' stringent quality standards. Finding and customizing each specific solution for each country they operate in may require additional resources and expertise. Thus, our customers asked us to help them solve this problem with a standard solution. To address their requirement, we worked with a partner to develop a communications system using a combination of local area networks (LAN), cellular communications using SIM cards, and our VPN service in the icom Connectivity Suite to empower these machine builders to source a single solution they can operate anywhere in the world,” added Sukowatey.

➤ **Global-Local Intelligent DICT Service Partner**

TrueCONNECT™ offers seamless, secure and reliable managed private network services. It uses MPLS network to link together offices and sites in different locations with multiple CoS and guaranteed QoS. It is a cost-effective alternative to IPLC and other Layer 2 private network without compromise to security.

SmartCLOUD™ solutions deliver unprecedented flexibility and scalability to enable any-sized enterprise to rapidly deploy any scale of service with little delay or administrative overhead. Customers can dynamically allocate resources to address business tasks, all protected with highly secure connectivity to ensure data integrity. SmartCLOUD™ solutions also seamlessly interoperate with the company's other products and services.

Innovation Never Stops



Scaling Up Beyond Europe with Trusted Partner

INSYS icom's comprehensive IIoT communications solution has been very well received by the market. The company experienced tremendous growth in operations across Europe, and decided to expand into Asia to sustain this momentum. Scaling up beyond Europe, INSYS icom not only need to deal with broad geographic coverage operation, but also to manage the challenge of establishing a reliable IIoT infrastructure to support global connectivity, and further address global-local laws and regulations, such as data protection.

Given IIoT applications operating in manufacturing environments are mission-critical, and require a robust network with high availability and low latency. INSYS icom facilitates and stores data information close to the deployed IIoT devices for rapid access to enhance service productivity and sovereignty, while meeting local compliance policies such as China MLPS 2.0. Hence, INSYS icom sought an experienced and reliable partner well-versed in navigating the intricate technical and regulatory landscape of China.

“We needed a strong partner competent not only for the Asia region but also able to handle specific technicalities and legalities regarding the China market, CITIC Telecom CPC truly comprehended our use case and requirements for security, uptime, and network performance.” said David Sukowatey.

CITIC Telecom CPC emerged as the ideal choice, given its decades of extensive technical and business experience, particularly in China, with competence spanning multiple domains across technology, business, culture, and geography. Moreover, CITIC Telecom CPC has fostered a thriving technological and business ecosystem, plus rich local resources. By collaborating with CITIC Telecom CPC, INSYS icom could leverage these multidimensional assets effectively, and swiftly progress from solution development and validation to production deployment.

Linking Up to Success

Joins forces with CITIC Telecom CPC's professional teams to implement a high-performance TrueCONNECT™ Premium (VPLS), the company award-winning fully meshed and highly redundant Ethernet-based private network service, between INSYS icom's European headquarters and IIoT devices located in regions and Asia.

INSYS icom created a new enhanced VPN offering for its INSYS icom Connectivity Suite by leveraging the high reliability, low latency, and secure connectivity of TrueCONNECT™ VPLS. This new offering enables customers to configure their machinery anywhere and deploy it globally, shipping their manufacturing equipment worldwide and accessing it remotely anytime. In addition, INSYS icom's deployed SmartCLOUD™ cloud computing service for local data storage in China to serve the country's data sovereignty requirements.

The integrated Cloud-Network services provide a new seamless global connectivity and cloud storage solution featuring minimal latency, maximum reliability, and security. With this comprehensive solution, INSYS icom not only elevated customer experience with high productivity, performance and cost efficiency of location-agnostic worldwide deployment of IIoT solutions, including within Asia and China, but also increased their values by coupling business agility and decision-making capabilities.

Thanks to the high reliability of CITIC Telecom CPC's solution, INSYS icom is able to provide 7x24x365 emergency support hotline services to its customers globally.

Cultures of Continuous Innovation

“Finding a good partner was the most important task for this project,” said David Sukowatey. **“When embarking on a major project, it is essential to find a good partner like CITIC Telecom CPC who has experience in the local market, understands the challenges and has prior success finding solutions to the relevant problems in the relevant regions.”**

INSYS icom is now upgrading its icom Connectivity Suite to improve user experience, refining its industrial communications systems to be simpler, more efficient, more powerful and secure. The company will also add new functionality to extend its offerings within existing markets and for new geographies. Together with CITIC Telecom CPC's philosophy of unrelenting progress in “ICT-MiiND” initiatives, transforming internal R&D discoveries into real-world applications to generate positive impact for customers. The partnership between CITIC Telecom CPC and INSYS icom is marked by strong resonance between the two companies.

CITIC Telecom CPC

W: www.citictel-cpc.com
 Asia Pacific: info@citictel-cpc.com
 Europe and CIS: info-eu@citictel-cpc.com

Hong Kong T: 852 2170 7101
 Japan T: 81 3 5339 1968
 Estonia T: 372 622 33 99

Mainland China (Toll Free): 400 651 7550
 Malaysia T: 603 2280 1500 Singapore T: 65 6220 6606
 Poland T: 48 22 630 63 30 The Netherlands T: 31 20 567 2000