



SUCCESS STORY



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Kong Hwe Seng

Senior Manager, IT Department

Teraoka Weigh-System Boosts Business Application Performance and IT Team Productivity with SmartCLOUD™

Teraoka Weigh-System Pte Ltd, also known as DIGI, is a leading vendor of retail and logistics products and solutions. With a deep history of technological innovation, including its pioneering in 1928 of the first “dial type spring scale” in Japan, and its invention of the world's first “thermal label printer,” DIGI is no stranger to the creation of new industry standards.

“ The company today operates five research and development centers and five manufacturing sites, with over 2,600 staffs around the world. Its products have evolved, over the decades, into information technology devices, with electronic functionality and network connectivity integrated into the workflow of various business and operational systems such as multimedia signage, queue management, and digital price labeling. ”

Dreams of a Lean IT Team

While DIGI enjoyed great success in capturing business opportunities, the company must grow while maintaining competitive advantage and high resource efficiency.

In particular, company management wanted a lean IT team that could still support DIGI to scale quickly and cost-effectively, to maximize business expansion potential.

Mission critical aspects include reliable customer communications and workforce collaboration in different countries (including video conferencing) and robust access of network resources (including domain server and various file, CRM, ERP servers) between its Singapore office and DIGI's various international locations, beginning with Indonesia.

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

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



Quest for a One-stop Solution

Faced with rapid business growth, DIGI needed a comprehensive ICT solution provider who has regional coverage and local experience, as well as willing to grow with them and support their changing needs, especially one who could provide a more encompassing solution addressing its various requirements across distributed locations.

To address these business concerns, DIGI's management team ultimately consulted CITIC Telecom CPC. DIGI was most interested in using the SmartCLOUD™ platform to give its regional offices better accessibility, security and reliability, while keeping DIGI's IT team lean, and total IT costs low.

“From the start, we were very impressed by the high level of customer service and responsiveness across all staff at CITIC Telecom CPC,” said Mr Kong Hwe Seng, Senior Manager for DIGI's IT Department.

A Smooth, Speedy Migration

SmartCLOUD™ is an Infrastructure-as-a-Service (IaaS) solution that operates on CITIC Telecom CPC's extensive regional communications network and multiple ISO-certified cloud facilities, delivering a range of virtual services including the communications and computing solutions DIGI requires. These provide DIGI with ample bandwidth and high performance computing (including virtual memory, storage, CPU, network and physical ports) without large initial investment or heavy ongoing costs, while retaining flexibility to make dynamic adjustments according to changing business needs.

As a one-stop solution provider, CITIC Telecom CPC performed the migration of DIGI's regional systems and networks to SmartCLOUD™, and handles ongoing systems monitoring and maintenance.

“SmartCLOUD™ runs on VMWare, which is the most recognized virtualization tool in the market,” said Mr Kong. “CITIC Telecom CPC's team made migration easy, completing everything in just 6 weeks, from the first meeting to service deployment, and our staff fully utilizing the new system. With SmartCLOUD™ we don't worry about sluggish networks or hardware failures. Even hackers and viruses will be mitigated. Our IT staff is freed to focus on other projects.”

For DIGI, CITIC Telecom CPC implemented a complete managed solution from information security to cloud computing. The suite comprised the SmartCLOUD™ computing resource platform, the company's TrustCSI™ unified threat management solution, 100 Mbps Private Line Domestic Point-to-Point service, MetroCONNECT with AlwaysCONNECT for load balancing, and other services, all backed up by 24x7 local support teams and technical professionals.

“We are very happy with the migration to SmartCLOUD™,” said Mr Kong. “Our end-users are now reaping benefits such as faster network performance, minimized downtime, and much better application responsiveness. Most importantly, our IT department's performance and productivity have improved, without any headcount increase. DIGI's management is very impressed by the ROI of this project, not to mention considerable ongoing savings in software, hardware, maintenance, and other areas.”

With its business systems now streamlined by SmartCLOUD™, DIGI is looking ahead to additional CITIC Telecom CPC solutions, including Disaster Recovery.

“I foresee that, as we expand business reach into Southeast Asia, DIGI's relationship with CITIC Telecom CPC will become stronger and deeper,” said Mr Kong.

CITIC Telecom CPC

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