



# STENA LINE



## HOW DOES STENA LINE BENEFIT?

- Passengers and freight are not left stranded with ferries unable to sail thanks to a customized "high availability" network designed to minimize potentially catastrophic outages
- Network-based centralized CCTV monitoring is made possible by a highly reliable platform meaning Stena Line can meet stringent mandatory security legislation
- The platform has inbuilt flexibility meaning Stena Line are free to enter new route markets knowing network connectivity will not be a barrier

## GCX PRODUCT & SERVICES

- Managed Global VPN
  - Fully-integrated GCX & 3rd party MPLS
  - Hybrid Internet WAN for reliable back-up services
  - End-to-end Managed Service & SLAs

*"GCX has impressed us over the entirety of our relationship with their versatility in network design... The final solution surpassed our expectations."*

Göran Nystedt, CIO, Stena Line

## CONNECTING EUROPE FOR A SUSTAINABLE FUTURE

Stena is **one of the largest ferry companies in the world** with a fleet of 35 vessels operating over a network of 20 routes in Scandinavia, the Baltics, the North Sea and the Irish Sea. Each year the company transports more than 7 million passengers, 1.6 million cars and 2 million freight units. In addition, Stena Line also owns and operates five ports and 2 of the largest ferry ships in the world with some vessels capable of transporting 230 cars and more than 1,200 passengers each.

### STENA LINE'S CHALLENGES

Transporting business-people, holiday makers and road freight (including time-sensitive refrigerated goods like food and cut flowers as well as livestock) to their destinations safely and on time is key to Stena Line's success.

Stena's IT services team is tasked with a number of objectives ranging from maximizing operational efficiency to optimizing flexibility and ultimately, providing a stable service.

To put this into context, Stena Line have real-time reservation and check-in systems for both freight and passengers which are running 24 hours a day, 365 days of the year. And if for any reason Stena Line is not able to operate a ferry according to its very tight schedule or timetable, the ripple effect on passengers, freight, and commerce can be massive.

Sailing delays can be very costly. In the event that network connectivity at a port from which Stena operates is lost, or if the ship-to-shore communications do not work, ferry boarding operations have to stop and ships cannot sail. This in turn can have severe consequences with Port Authorities, Customs and the Police attend in numbers to manage everything from security and customs to traffic and logistics as car parks, quaysides and even motorways jam up with waiting vehicles.

But that's not all. Port security compliance legislation now means Stena Line themselves can be held more directly responsible for security breaches at several of their European locations. And with Stena Line operating routes from mainland Europe into the UK and Scandinavia, compliance is particularly stringent.

The network which supports Stena's operations is simply business-critical.

## A COMMUNICATIONS PLATFORM TO KEEP EUROPE SAILING

Global Cloud Xchange ("GCX") provides Stena Line with a **hyper-critical managed network connecting 40 or so ports and ferry terminals in 8 countries**, and Stena Line depends upon its network to ensure vessels in port can be loaded, sailed and unloaded according to finely-balanced schedules; all within very strict security and customs regimes.

Thanks to the GCX network, Stena Line also streams real-time CCTV security camera footage from all locations to a central monitoring facility in order to meet its security compliance requirements. What's more, the GCX network also supports critical "ship-to-shore" communication required to synch data prior to a ferry departing or arriving at a port.

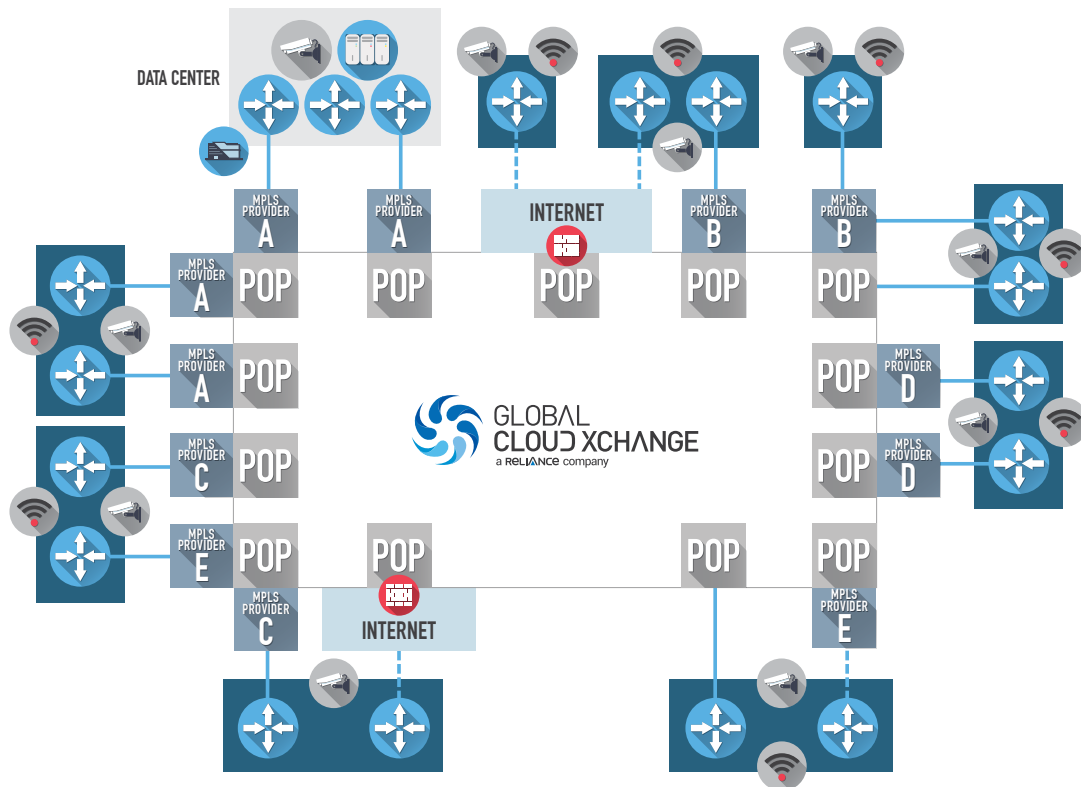
The network follows GCX's traditional **Hybrid WAN approach** and is designed to provide high levels of site availability using a combination of **MPLS and Internet connectivity** from a variety of underlying infrastructure providers, **delivered, managed and assured end-to-end by GCX**. Connectivity to the Stena Line sites on the network is primarily through high bandwidth dual MPLS circuits using separate providers' networks, or through MPLS backed up by Internet with IPSec gateways onto GCX's core MPLS network in London and Frankfurt.

Full network management, fault identification and network-usage portals also provide transparency and service assurance to a single management team, regardless of the underlying technologies or carriers, providing Stena Line with the ability to **prioritise application usage and further manage costs**.

## WHAT THE CUSTOMER SAYS

*"Global Cloud Xchange has impressed us over the entirety of our relationship with their versatility in network design and we felt confident the high levels of service assurance they provide would answer all the legal requirements. The final solution surpassed our expectations on both fronts and we have enjoyed considerable cost savings over the more staff intensive alternatives!"*

Göran Nystedt, CIO, Stena Line



*"For me Global Cloud Xchange represents quality and a good business-customer partnership."*

Göran Nystedt, CIO, Stena Line

## BENEFITS TO STENA

- Thanks to GCX's meticulous attention to detail in designing a network for "high availability" and business continuity, **ferry-affecting outages have been minimal**
- Estimated **savings of more than €25m** on combined network management and security process costs
- Full **compliance with all local security legislation** in all markets
- **Improved visibility on network capacity usage**, from a single, centralised point of management
- A "best-of-both-worlds" approach to network infrastructure selection that has **reduced the burden of management of multiple network providers** on Stena Line internal IT resources
- Access to both the **lowest infrastructure prices** available in any local national market and new technologies as they become available
- **Flexible network design** offering variable levels of resilience, reliability and service support dependent upon individual site requirements in any country in the world.

## FEATURES OF GCX SOLUTION

GCX provides Stena Line with a highly reliable communications platform that **minimizes outages and maximises Stena Lines' customer experience:**

- Connects approximately 40 ports, ferry terminals and Stena Line locations across Northern & Western Europe to an integrated high-performance backbone network
- Uses connectivity from a range of best-of-breed local and regional carriers to meeting numerous, often site-specific requirements
- Underlying network infrastructure selected according to individual site needs
  - Managed Global VPN
  - Hybrid Internet WAN with IPSec

The solution is backed by an **expert managed service**

- Single point of contact for all network and security related services regardless of the underlying carrier at each location
- End-to-end SLA covering all services
- Fully consolidated billing across the network irrespective of the number of underlying carriers
- Network performance transparency provided through O-zone, GCX's real-time online service delivery performance and reporting portal
- Active ongoing procurement process to continually identify most appropriate technologies and drive down cost

## ABOUT GLOBAL CLOUD XCHANGE

GCX has unrivalled and unsurpassed pedigree in providing managed hybrid networks on a truly global scale having deployed hundreds of business-critical customer networks and hundreds of thousands of customer locations over the past 25 years.

**No other provider knows hybrid networks like we do.**

Our approach provides our customers with the optimum solution for their business needs through a hybrid approach of using our far-reaching privately-owned Global Network, supplemented extensively with 3rd party infrastructure deployed through Virtual Network Operator ("VNO") principles. By selecting and integrating the most appropriate service and technology available in every region and for each location type we give our customers the broadest choice and flexibility available in the global market place.

What's more, our solutions are delivered and assured by an end-to-end managed service, guaranteeing business outcomes.

And if that wasn't enough, we now offer CLOUD X WAN - the Complete Global Managed SD-WAN Solution with Hybrid WAN Connectivity for Any Location, Anywhere

