

CTS

CTS Corporation designs, manufactures and sells a broad line of electronic components and sensors, and a provider of electronics manufacturing solutions (EMS), primarily serving the electronic needs of original equipment manufacturers (OEMs). CTS product lines serve major markets around the world, which include the automotive, computer, communications markets, medical, defense & aerospace, and industrial. CTS manufactures products in North America, Europe and Asia. CTS' stock is traded on the NYSE under the ticker symbol "CTS."

The Situation

CTS' existing network was not performing at the level necessary to keep up with the company's rapid international growth. The company issued an RFP to select a more efficient, flexible and cost-effective network approach. CTS selected Virtela as their primary provider to deliver a fully redundant VPN that leverages IP and MPLS where each is most appropriate and SSL VPN for secure remote access.

The network also employs high-performance DSL or other broadband alternatives for back-up connectivity. For even greater efficiency, the back-up network is configured to carry lower priority traffic, rather than sit idle.

Integrated data security was also an important requirement for CTS, and the Virtela solution includes network-based managed firewall and URL filtering services. Virtela set up security zones in CTS' three main geographic regions, placing these services within the network cloud. This eliminated the expense of premises-based equipment and improved performance by easing the Internet traffic load previously experienced at certain CTS U.S. locations.

"It's appealing to have the network and security elements blended into one solution, with a holistic view of services through Virtela's customer portal," said Troy Tate, IT security manager for CTS.

Virtela's secure web-based customer portal, VirtelaViewSM, offers customers the ability to track end-to-end performance, security events, enter orders and trouble tickets, and access a unified bill for all services.

"A high-availability infrastructure is essential to continue to exceed customer expectations with our manufacturing and engineering operations. Virtela impressed us with a flexible design that offered built in redundancy and security at a competitive price. Their engineering expertise has helped drive costs out of our network while enabling us to rely on Virtela as the primary source for our diverse global communications requirements."

- CIO, CTS Corporation



Industry Focus

Global leader in the design and manufacture of electronics components

Size

5,000 employees

HQ in Elkhart, Indiana with US offices in California, Illinois, Indiana, New Hampshire, and New Mexico

International sites in Canada, China, the Czech Republic, Mexico, the UK, Singapore, Taiwan, and Thailand

Challenges

Replace an under-performing legacy network with a more efficient and flexible global solution that delivers high availability, remote access, and integrated security

Solution

Virtela managed IP, MPLS and DSL VPN, SSL remote access, managed firewall and URL filtering services

Bottom Line

Fully redundant and secure network featuring higher performance and cost savings that enables employees across nine countries to more easily communicate

Virtela Solution

Virtela's relationships with hundreds of access vendors and its Global Service FabricSM infrastructure enables Virtela to aggregate and integrate the best access and backbone infrastructures around the world into its VPN network solution. For CTS, Virtela manages 18 providers, with a design that integrates the company's existing access where required. Leveraging this network infrastructure, Virtela designed and implemented a global network to meet CTS' specific needs:

Provide high performance network across three continents	Virtela created a hybrid IP and MPLS network to exploit each technology in the region where its price-to-performance ratio was best. Back-up DSL connections routinely carry lower priority traffic.
Accommodate alternate access solutions in design	Virtela designed costs out of the network by leveraging multiple providers and technologies depending on quality, availability and price while enabling new applications, such as voice and video
Place services "in the cloud" for greater efficiencies	Services such as managed firewall and SSL remote access are enabled regionally within the network cloud, improving performance and reducing costs.
Provide ongoing expertise & support	CTS benefits from Virtela's engineering expertise and professional services capabilities, such as network performance analysis and fine-tuning.

The Bottom Line

Virtela designed and implemented a unified VPN to meet the growing company's stringent redundancy and performance requirements. It includes MPLS, DSL and SSL VPN services with integrated security to connect and protect the manufacturer's enterprise across North America, Europe and Asia/Pacific.

Results:

- Fully redundant, multi-carrier network delivers high resiliency and scalability at an attractive price
- Expert management via Virtela's 24x7 Global Operations Center
- Virtela's engineering expertise applied on an ongoing basis as network evolves, enabling IT to increase its focus on the business

The CTS network solution is one example of Virtela's capability to leverage its global network and industry experience to deliver a targeted solution to meet a customer's very specific need.

Who We Are

Virtela, the world's largest independent managed services company, offers award-winning managed services including MPLS and IP-based Virtual Private Networks (VPNs), Security, Application Acceleration, Remote Access, and WAN/LAN Device Monitoring and Management, to some of the most competitive multinational companies in the world. Offering services in 190 countries, Virtela integrates and manages best-of-breed service providers through partnerships with 500+ carriers, to address the unique needs of its customers.

Virtela is headquartered in Denver, Colorado, with Global Network and Security Operations Centers in Denver; Mumbai, India; and Manila, Philippines. For more information, please visit www.virtela.net.