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VENKATA KRISHNA, PRINCIPAL CONSULTANT
ROBERT BOSCH ENGINEERING AND BUSINESS SOLUTIONS

RBEI PARTNERS WITH TATA COMMUNICATIONS FOR WATERTIGHT CYBER SECURITY

UNIFIED THREAT MANAGEMENT ASSURES SECURITY FOR WORLDWIDE TECHNOLOGY AND SERVICES SUPPLIER

CASE STUDY | ROBERT BOSCH ENGINEERING AND BUSINESS SOLUTIONS
CATEGORY | NETWORK AND MANAGED SECURITY SERVICES



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OVERVIEW AND RESULTS

Robert Bosch Engineering and Business Solutions (RBEI) is on an aggressive growth path and an essential part of this was a need for an integrated IT network to improve efficiency and connectivity. RBEI chose Tata Communications Global VPN to link four core locations in India.

With this, RBEI has dedicated Tata Communications premium internet access services at three of its network nodes, while eight separate locations are connected to a Tata Communications unified threat management (UTM) service for comprehensive IT and network protection. This includes a vProxy solution based on a Zscaler cloud-based platform.

This collaboration has resulted in significant business benefits for RBEI including:

- Time to market acceleration estimated at 50 per cent
- Close to 100 per cent network availability with minimal network downtime experienced in a six-month period
- Centralized management of network infrastructure
- Secure Internet access through the vProxy service
- 50 per cent increase in IT and network team productivity
- CapEx and OpEx reduced by 80 per cent and 30 per cent respectively

Operational risks are lower with business critical applications now available securely, while new customer requirements are being met through validated solutions.

About the customer

Robert Bosch Engineering and Business Solutions Private Limited (RBEI) is a 100 per cent-owned subsidiary of Robert Bosch GmbH, one of the world's leading global suppliers of technology and services. With over 17,000 associates, it's the largest Bosch software development centre outside Germany.

Primarily working with automotive, industrial technology, consumer goods and building technology firms, RBEI offers end-to-end engineering, IT and business solutions. RBEI also provides customised information security, application security and IT infrastructure security services for the specific needs of organisations. As the technology powerhouse of Bosch in India it has a global footprint with presence in the US, Europe and Asia Pacific.

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WORKING WITH MINIMUM INTERVENTION WAS A KEY REQUIREMENT

Tata Communications offered cost effective, consolidated services with minimal initial investment. After an eight-week implementation period, RBEI provided secure network and internet services to its users and clients in a controlled, standardised environment.

“We wanted an independent service provider who could work with minimum intervention and support from our in-house team. That’s exactly what we got with Tata Communications.” says Venkata. The project management team from Tata Communications brought together the various teams involved including design and technical services to ensure a fast implementation.

COMPREHENSIVE MANAGED NETWORK SERVICES

The implementation process was not without its challenges. For example, some systems needed significant modification to enable connectivity and hardware installation, due to legacy issues at RBEI premises. The RBEI and Tata Communications teams worked closely together to devise timely solutions to such challenges.

The Tata Communications Global VPN links four RBEI locations in India including development centres in Hyderabad, Coimbatore and Bangalore. Three RBEI network nodes have Dedicated Premium Internet Access service, while eight separate locations are connected to the managed UTM service.

Venkata says: “From the time we went live, service has been commendable and has met our intended objective of having integrated seamless network services in place.” To ensure network management integrity, Tata Communications co-ordinates its activities with hardware vendors. For example, asset tracking includes software updates and end-of-life alerts. Individual devices are monitored for availability and performance parameters like CPU utilisation. Configuration changes are made when necessary.

CHALLENGE

With a decentralised legacy technology infrastructure, major RBEI locations in India had become islands of separate networks, using multiple service providers. This presented challenges in making business-critical applications safely available to users everywhere. It was also difficult to manage as there were different service level agreements (SLAs) with each service provider.

RBEI is rapidly growing as a global supplier of technology and services and it was crucial to bring its wide area network under one supplier. “We needed an economical and reliable integrated solution that could grow with our business,” says Venkata Krishna, Principal Consultant at RBEI.

“Securing distributed internet connections through centralised management for both proxy and firewall functions in the network were also essential requirements.”

UNIFIED THREAT MANAGEMENT WITH ZSCALER

RBEI was able to implement the vProxy UTM service to protect its business-critical applications and network traffic once the Tata Communications Global VPN was up and running. vProxy was faster to implement and cheaper than traditional proxy services, offering one-stop cyber security protection right across RBEI.

Scott Robertson, Vice President, Asia Pacific and Japan at Zscaler, says: “Rather than buying, configuring and integrating different security solutions, the Tata Communications vProxy solution uses our cloud-based platform for security as a service. Our comprehensive web security capabilities are pre-integrated and easily implemented, so RBEI can focus on running its business instead of worrying about whether it’s appropriately safeguarded.”

Tata Communications security consultants worked with RBEI to write relevant security policies and then configured them in the Zscaler cloud. Traffic is guided through the Zscaler cloud where it encounters those pre-set malware filters.

The Zscaler cloud-based platform offers secure Internet access choices like guest Wi-Fi, bandwidth control, advanced threat protection and next-generation firewalls. Optional capabilities include granular controls for Web 2.0 applications, data loss prevention, bandwidth control, and email filtering.

FULL SECURITY MONITORING SUPPORTED BY SELF-SERVICE PORTAL

As a fully-managed security as a service (SaaS) offering, vProxy delivers the necessary capacity and scalability without the expense of new hardware. Venkata says: “Since vProxy was delivered over a cloud-based infrastructure, we didn’t need to procure and deploy devices at our premises.”

Tata Communications UTM services are designed to provide day-to-day security management and monitoring at costs lower than RBEI can achieve internally. Backed by performance-based SLAs, the vProxy service is overseen by a Tata Communications global support team working with state-of-the-art systems and tools. This allows RBEI to leverage a global network of scanning and enforcement nodes to track and monitor security reports and warnings against new malware through a self-service portal.

“Now our security implementation is a single order to the Tata Communications managed security services team, which implements policy changes across all locations,” says Venkata. “Network monitoring and alerting is prompt. As a result, we get speedy issue resolution.”

SOLUTION

RBEI chose Tata Communications after evaluating a number of service providers. “We primarily chose the Tata Communications Global VPN on account of the trust we place in the brand,” says Venkata. “Other important parameters were reliability, scalability and end-to-end management.”

This integrated solution was also more cost effective when compared to the previous situation of using multiple service providers.

In addition, Tata Communications provided RBEI with unified threat management (UTM) through its vProxy solution, which is based on a Zscaler platform for comprehensive IT and network cyber protection.

Traditional proxy offerings route internet connections and apply security policies on behalf of users, which can be very costly because of the vast expense of the underlying hardware platforms. vProxy, a cloud-based service, provides filtering for viruses, malware, and URLs, enforces policies on inbound and outbound traffic, and relieves RBEI of the need to invest heavily in a costly physical foundation.

“This collaboration has made innovative solutions available to both users and customers. Through our strong relationship with Tata Communications we have laid a solid foundation to our expanding business.”

VENKATA KRISHNA, PRINCIPAL CONSULTANT, ROBERT BOSCH ENGINEERING AND BUSINESS SOLUTIONS

SIGNIFICANT TIME TO MARKET ACCELERATION

The nature of its business is such that it is critical for RBEI to make new services available in short timelines. Improved collaboration over the Tata Communications Global VPN ensures resources are better utilised, which means that new operations can be started and quickly provided with communications links without additional hiring. As a result, time to market has accelerated by an estimated 50 per cent for increased competitive advantage.

Venkata says: “Improved connectivity is providing close to 100 per cent network availability, with no network downtime experienced in a six-month period and a ca. four hour mean time to repair. Furthermore, we see a 50 per cent increase in productivity from our IT and network teams.” Operational risks are lower with business-critical applications being available securely, while new customer requirements are being met through validated solutions.

CAPITAL AND OPERATIONAL COSTS CUT

Tata Communications delivers a full range of monitored and managed solutions that are backed by aggressive performance-based performance-based SLAs. The services are overseen by an experienced, globally distributed support team using state-of-the-art systems, processes and tools.

End-to-end management and support from Tata Communications means there is no longer a need to deploy RBEI resources internally for 24-hour security monitoring. Furthermore, the company can centrally manage Internet access with the vProxy service.

Venkata concludes: “This collaboration has made innovative solutions available to both users and customers. Through our strong relationship with Tata Communications we have laid a solid foundation to our expanding business.”

Finally, as a result of the comprehensive nature of the Tata Communications solutions, RBEI has seen CapEx and OpEx reduce by 80 per cent and 30 per cent respectively.

“Our comprehensive web security capabilities are pre-integrated and easily implemented, so RBEI can focus on running its business instead of worrying about whether it’s appropriately safeguarded.”

SCOTT ROBERTSON
VICE PRESIDENT
ASIA PACIFIC AND JAPAN
ZSCALER

About Tata Communications

Tata Communications Limited (CIN no: L64200MH1986PLC039266) along with its subsidiaries (Tata Communications) is a leading global provider of A New World of Communications™. With a leadership position in emerging markets, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global and pan-India network to deliver managed solutions to multi-national enterprises, service providers and Indian consumers.

The Tata Communications global network includes one of the most advanced and largest submarine cable networks and a Tier-1 IP network, as well as nearly 1.5 million square feet of data centre and collocation space worldwide.

Tata Communications’ depth and breadth of reach in emerging markets includes leadership in Indian enterprise data services and leadership in global international voice.

Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India.

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