In a nutshell
We design and manage a highly resilient network and managed cloud hosting for Truck-Lite in Europe to prevent system failures and extremely expensive downtime.

“It’s got to be one of the best supplier experiences personally, that I’ve ever experienced.”
Mark Aylwin, European IT Support and Infrastructure Manager, Truck-Lite

Why it works well
• Secure data centre location for primary business systems
• Highly resilient with 100% power uptime
• Disaster Recovery built-in
• Supported by a high performance, secure network
• Business risk reduced to an absolute minimum

The full story
At the beginning...
Our customer Truck-Lite is an original equipment manufacturer (also known as “OEM”) which supplies innovative lighting, mirrors and cabling technology to some of the biggest car and truck brands in the world. Globally-renowned businesses including Volvo, Daimler and Scania operate “just in time” supply chains and expect Truck-Lite to deliver on schedule.

Truck-Lite’s European operations are based in two buildings situated within a mile of each other in Harlow, Essex. The business was being adversely impacted by regular network failures preventing its team accessing the ERP (Electronic Planning Resource – a system which runs business processes including finance, manufacturing and supply chain etc) system to despatch orders. Every time the network failed, work would come to a halt and warehouse staff would have to down tools – with a single day’s downtime costing the business up to £150,000.
“As an OEM, the items we produce are shipped to customers as they are making the vehicle. A truck can’t leave the factory without its lights so we’re in serious trouble if there’s any delay,” explains Paul Beavis, European IT Director for Truck-Lite.

“We’d done everything we could to build agility and disaster recovery into our infrastructure but we were being let down by our network.”

Truck-Lite looked to us for an effective solution to the connectivity problems they were experiencing.

**The middle bit…**

We transferred Truck-Lite onto our own super high speed dark fibre network and managed the connection between each of their operational workplaces and two of our secure UK-based datacentres to create what the Truck-Lite team describe as a “triangle of resilience” (has a nice ring to it, doesn’t it?).

“If one of the many planes that flies over our heads each day were to crash into one of our buildings then the other one could still continue, we could still provide some operations,” says Mark Aylwin, Truck-Lite’s European IT Support and Infrastructure Manager.

“We can be up and running the same day with the potential of only minutes of transaction lost. This is a substantial improvement from where we were.”

This is a marked difference from Truck-Lite’s previous setup which involved an MPLS (Multiprotocol Label Switching – a traditional form of connectivity which can be very expensive to manage) and site-to-site connections from a third party supplier. Now, each line in the network offers speeds of 100MBps – double the capacity of Truck-Lite’s previous network – and it is extremely resilient and managed via one point of contact (us).

**In the end…**

We’re really pleased we were able to support Truck-Lite and help provide an ERP system that runs smoothly and, crucially, is always available.

“Not only do we continue to have a stable hosting environment for our ERP system, we know we can access it even if there’s a line break, so the business can carry on operating,” says European IT Director Paul Beavis.

“We’ve now got the resilience we needed. We’ve seen a massive increase in our network connectivity. Everything runs so much faster.”

We’re very proud of the work our team did to support Truck-Lite’s business operations and we think our customer is too... “It’s got to be one of the best supplier experiences personally, that I’ve ever experienced,” says Mark Aylwin.