



Shinsung DeltaTech Manages Overseas Branch Networks with Just a Few Clicks

EXECUTIVE SUMMARY

Shinsung DeltaTech Co., Ltd.

- Headquartered in Changwon, Gyeongsangnam-do Province, Korea

Challenges

- Provide stable network operations to prevent frequent firewall system errors
- Upgrade system to efficiently deploy, administer and operate multi-site branch networks following the expansion of overseas plants
- Reduce network maintenance cost while maximizing the efficiency of limited IT resources

Solution

- Meraki MS220 Switch
- Meraki MR32 Access Point
- Meraki MX84 Unified Threat Management (UTM)

Outcome

- Enabled rapid installation of fixed and wireless networks for its Mexico plant, all remotely from the HQ in just two hours, subsequently managing even the most detailed operation with a few clicks
- Established optimum stability and efficiency in network operations management across all company sites
- Achieved a 1-person network operations management system, fully supporting the expansion of its domestic and overseas branches

Located in the Changwon National Industrial Complex, Shinsung DeltaTech Co., Ltd. is an established electronics and automobile parts manufacturer in the plastic injection molding industry. Since its establishment in 1987, it has been manufacturing and supplying parts for automobiles, mobile devices and home appliances. Its major customers include LG Electronics, LG Display, LG Chem and Renault Samsung Motors.

Shinsung DeltaTech has been diversifying its business since it entered the B2C market two years ago. Shinsung DeltaTech and its holding company Shinhung Global own a total of 19 branches including 9 overseas branches with manufacturing plants and local offices in India, China, Mexico, Vietnam, Indonesia, and Thailand.

Recently, Shinsung DeltaTech has been increasing its IT investment to enhance management transparency. As a part of this plan, it built a centralized network and IT management system for its branches both in Korea and overseas. The company's IT operations team, under the Strategy & Business Planning department, oversees all IT investment, development, operation and management tasks including the IT infrastructure and system implementation.

Frequent Firewall System Errors Trigger Need for Stable Network Operations

As the company grew larger, more business applications such as groupware, email, ERP, etc. were added on to the network. Soon, securing a stable network infrastructure emerged as the most pressing issue.



“When an error occurs, we are now able to immediately gather necessary information, identify root causes, and implement the solution for recovery. This significantly shortens the recovery and repair cycle.”

Kwang-Hoo Kim,
Head of IT Operations at Shinsung DeltaTech

To tackle the issue, Shinsung DeltaTech upgraded its communications network, which sufficiently increased the data transmission rate and bandwidth. However, the firewall system started creating frequent errors and thus significantly affected business productivity. The IT operations team tried replacing its firewall products and kept changing its IT infrastructure maintenance vendors but could not resolve the problem.

The overseas branches suffered most from this network management problem. The overseas staff lacked the capability to identify root causes and assess the situation whenever an error occurred. This resulted in the IT operations manager traveling frequently to the overseas sites. Furthermore, it took long to recover the system or replace problematic parts of the equipment. Such situation forced the overseas branches to jeopardize their network security by eventually removing the firewall, thus exposing their network to serious cyber security threats.

Cisco Meraki Enables Rapid Remote Deployment in Just Two Hours

Finally, this year, Shinsung DeltaTech experienced their biggest breakthrough in resolving its persistent headache in network security management by deploying Cisco Meraki's innovative solution. The system provided them with the capability to remotely manage network operations and security in real time.

First, the IT operations team tested Cisco Meraki's fixed and wireless network solution as well as its Unified Threat Management platform, which provides firewall, VPN, IPS and content filtering functions, at the headquarters. Based on the positive results from the test, the team decided to proceed with field deployment at its newly expanded plant in Mexico.

The actual deployment took only two hours and no travel was involved! The team simply shipped the Cisco Meraki switch 'MS220,' wireless access point 'MR32' and Unified Threat Management product 'MX84' to the Mexico plant and had the local team connect the equipment to a LAN line. The rest of the process, including the firewall policy configuration, was completed remotely at the headquarters.

Accurate Root Cause Analysis and Fast Recovery Through Real Time Web-based Network Monitoring

Cisco Meraki's centralized management platform and other various functions such as the Network Management System (NMS), analytics, reporting, etc. allow Shinsung DeltaTech to conveniently manage the switch, wireless AP and unified security appliance of its Mexico plant. Leveraging the 'Meraki Dashboard,' a web-based single pane management platform, the IT operations team can now configure and manage all its equipment while monitoring the entire networking system with just a few mouse clicks.



The team can also easily monitor the company's network traffic status and usage with the Cisco Meraki Dashboard. Moreover, the system provides capabilities to perform a much more detailed control and management via the dashboard, some of which are the control of excessive video traffic that can pose serious risks to network stability and access to harmful websites that can cause serious security problems.

"We often encountered a new problem from the same site immediately after the IT manager returned from a long business trip planned to configure a new firewall. It led to another costly and time consuming trip. Now, with the deployment of Cisco Meraki, our productivity is soaring, while we save money on travel costs," stressed Kwang-Hoo Kim, Head of IT Operations at Shinsung DeltaTech.

"When an error occurs, we are now able to immediately gather necessary information, identify root causes, and implement the solution for recovery. This significantly shortens the recovery and repair cycle," added Kwang-Hoo Kim, as he expressed great satisfaction with the new solution.

Cisco Meraki To Be Deployed In All Branches To Support the Company's Continuous Growth

Confident that Cisco Meraki is one of the most innovative solutions to efficiently manage its network infrastructure without additional staffing, Shinsung DeltaTech looks forward to expanding the Cisco Meraki deployment to all its branches in the near future.

Starting by replacing the entire network of its Thailand branch next year, the company first targets branches with the most outdated network and firewall systems. Later, it will gradually expand the deployment to other branches.

"In general, with limited IT human resources it is daunting to immediately address problems occurring at our branches. However, with Cisco Meraki's web based management platform, we can now look forward to more efficiently managing our networks or even achieving a more stable business environment with less network management staff, perhaps even just one," said Kwang-Hoo Kim.

Shinsung DeltaTech and its affiliates will soon introduce this new method of centralized web-based network operations management to all branches. This is an unprecedented attempt in the local manufacturing industry. As a result, Shinsung DeltaTech is receiving much attention from other manufacturers in the Gyeongsangnam-do province, who are seeking to increase IT and network operations efficiency.



Additional Information

- For more information about Cisco Meraki, please visit meraki.cisco.com/ko
- Further details on Shinsung DeltaTech can be found at www.ssdelta.co.kr



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