



CASE STUDY

LGA Telecom helps Global Airfreight International revolutionise their network and security ecosystems, including the collaboration process across the organisation

Global Airfreight International is a leading and one of the largest Singapore-based freight forwarders in the logistics industry. Since its inception in 1970, the company has extended its worldwide network of overseas partners in the airlines and shipping lines, including their own offices within Asia. As part of the growth strategy, Global Airfreight has also developed into a “Total” Logistics Company with Ocean Freight, Cross Border Trucking to Malaysia and from Thailand, Warehousing and In-plant services etc.

Global Airfreight provides quality services for transportation of freight and cargo. In the last five years, the company has developed its niche capabilities in AOG handling, out of gauge, time-critical cargo and other specialised services, while also outreaching the vertical markets — Aerospace and Aviation, Project Cargo, Pharmaceutical and Industrial.

Network availability and security management was a major challenge

Global Airfreight has two physical infrastructure setups (the Headquarter building, say Tower A and the branch office, Tower B) where all of their business operations and processes are carried out.

Before LGA came into the picture, there was only one internet connection at Tower A and one point-to-point connection between Tower A and Tower B. The connection became a single point of failure. In the event of the Internet or the point-to-point connection failure, there was no internet access at all for all the users and the operation was interrupted.

Global Airfreight availed network and security management services from two different vendors. Its internet connectivity was managed by a Telecommunications service provider, while their network security vendor maintained WatchGuard Firewall. So, whenever the network was down or the firewall had some issue, it became very difficult to track down the source of the issue and the resolution process would take longer time than expected because multiple vendors have to be coordinated with. Due to the lack of a single point of contact, their mission-critical business transactions were impacted.

Furthermore, with the cyber threat landscape evolving every day, WatchGuard proved to be inefficient as there were no advanced capabilities of Unified Threat Management. There



“LGA has been our service provider since 2012. During this time, together with LGA, we improved our email communication, internet connectivity and security solutions. LGA has assisted Global Airfreight in transiting to Microsoft 365 with a commendable service team that is knowledgeable and customer-oriented.”

LGA’s security alert monitoring and reporting system has kept Global Airfreight well informed.

- Nesha, IT Manager

Details

Customer: Global Airfreight International Pte Ltd
Industry: Industrial Services
Sub-Industry: Transportation & Logistics
Key Industry Sectors Served: Electronics & Airfreight

Key Metrics: The Before & After Scenario

- Scalable, highly available network with 30% reduction in security intrusions
- Effective auto-failover and threat mitigation solution is now in place. The response time to any anomalies in their network is quicker and near real-time.

was no integrated network performance monitoring and complete threat visibility into the security perimeter. Also, there was no single dashboard or portal to log into and check for all security movements and anomalies.

The management of multiple vendors and the hustle to keep the internet up and running became cumbersome for them. The customer was in dire need of an all-in-one solution (a single point of contact) for managing both their network and security infrastructure.

Lack of effective communication and collaboration

Earlier, the customer was using Zimbra for email collaboration across the organisation. The open-source collaborative software suite failed to meet the operational requirements of Global Airfreight as the company scaled. Moreover, the freeware had quite a few upgrade issues, bugs, and functional limitations, holding them back on the collaborative front.

Increased Costs

Zimbra's flat and inflexible pricing plans were also a major setback which made them rethink their existing collaboration strategy.

LGA's Next-Generation Solutions

NetDefense Fibre Diversity Solution for Comprehensive Security Management

After a detailed infrastructure assessment, NetDefense Fibre Diversity solution was implemented as a solution for security-driven networking and high availability of the point-to-point and internet connections. The solution provided reliable site-to-site internet access failover based on redundant point-to-point and internet connections at the two buildings. Unlike WatchGuard's single firewall, LGA's NetDefense solution comes with two firewalls, two internet connections, two point-to-point connections that have the auto-failover capability and advanced security monitoring services.

Most importantly, LGA provides a single point of contact as the customer's network infrastructure and its security are managed by the security experts end-to-end.

It took about one month to set up, configure and implement NetDefense solution and provide connectivity service end-to-end.

Microsoft 365 as a Solution for Seamless Collaboration

As an alternative to Zimbra, Microsoft 365 — a more efficient enterprise solution was recommended to Global Airfreight that would not only cater to their email requirements but also enable a well-connected mobile workforce.

Microsoft 365 includes an array of best-in-class collaboration tools and services such as Outlook, SharePoint, Teams, OneDrive, Power BI, etc. It delivers beyond just the email exchange and allows centralised meetings, calendaring, files and content sharing, work management and enterprise social networking. These business-class productivity apps were implemented across the organisation for enhanced workforce productivity.

- 20% increase in productivity and visible improvement in ways Global Airfreight's workforce used to collaborate.

Business Impact

- Strengthened Network Security
- Significant Time-Savings
- Cost-effectiveness and Secure Communication
- Business continuity with LGA's managed services and dedicated IT support

Solutions

- NetDefense Fibre Diversity (NDFD)
- Microsoft 365

How Global Airfreight migrated from Zimbra to Microsoft 365

Email being their primary and core communication tool, the customer did not want to take the big bang approach where the migration of all the users to MS 365 will happen at once and needed the transformation to happen department-wise. LGA's team carried out and delivered a successful step-by-step migration through a systematic change management approach.

A team of IT experts was deployed on-site to ensure a smooth transition and provide dedicated support required to adapt to the change. Moreover, the detailed weekly progress reports generated during the migration phase helped the customer get better visibility and clarity on the transformation process.

"LGA's team was very committed and knowledgeable. The team seamlessly drove the entire migration process right from the planning to configuration and end-to-end execution."

Empowering Global Airfreight with Microsoft 365

While the sole purpose of Microsoft 365 migration was establishing effective email communication, there was a host of benefits in addition to mailbox and calendar management. Post-migration, LGA helped Global Airfreight realise the true potential of this enterprise-grade solution that allowed their workforce to maximise team efforts and augment productivity.

Bringing in a next-generation cloud-based solution like Microsoft 365 for collaboration, communication and computing has enabled employees to make the most of Microsoft Office suite, Power BI (for visualisation and advanced analytics), OneDrive and more.

Business Impact: Benefits Garnered by the Customer

Strengthened Network Security

LGA's NetDefense Fibre Diversity was implemented in the year 2017 and the solution has helped Global Airfreight make their business future-proof since. This dual-network connection setup enables auto-failover without the change of IP address. The two different telco-neutral network infrastructures have helped attain near-zero downtime (99.99% uptime) and operational serviceability for all their mission-critical business functions at all times.

Besides, Fortinet's next-gen firewall integrated into NetDefense addresses both internal and external threats proactively.

Additionally, the customer's network is protected by our advanced Unified Threat Management (UTM) firewall with 24x7 Network and Security Monitoring and Operation Centre Support.

Significant Time Savings

Unlike the freeware email service Zimbra which would take a longer time to fix issues or upgrade, Microsoft 365 installs patches and software updates automatically, thus saving several man-hours.

Also, with LGA as their managed services provider, Global Airfreight witnessed significant time savings in their issue resolution process. Now, they don't have to invest time in multiple direct interactions with Microsoft helpdesk and wait for hours/days to get major issues resolved. LGA's dedicated and efficient team of IT experts acts as a one-stop-station for Global Airfreight where all the complaints, MS 365-related problems are fixed with faster turn-around-time.

Therefore, the to-and-fro hassle has been eliminated from their daily operations schedule.

Cost-effectiveness and Secure Communication

Switching to Microsoft 365 for emails not only proved to be cost-effective for the customer but also met their operational requirements. Microsoft 365's budget-friendly business model helped them cut down unnecessary costs as the annual pricing plan was very optimal without any hidden or additional charges.

Besides, the kind of security that came with Microsoft 365 quantified the value of collaboration and communication processes. Now, the workforce can securely exchange data and share information over emails. Leveraging the entire suite for scaled-up productivity, especially Teams, OneDrive and SharePoint also enabled their employees to engage and connect through an intelligent mobile intranet.

Business continuity with LGA's managed services and dedicated IT support

LGA has been providing email hosting service to Global Airfreight since the year 2012. Initially, they started with 120 licenses and currently have over 195 licenses of Microsoft 365. With our dedicated IT professionals and 24x7 technical support in place, their business operations have gone uninterrupted.

This has transformed how Global Airfreight operates and serves its end-customers.

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