



GMI
弘憶國際



CASE STUDY

GMI Builds a Fast, Stable, and Secure Enterprise Network through DYXnet MPLS Virtual Private Network

Client Industry

Electronic Distribution Industry

Customer Needs

- Ensuring network stability in each location
- High-performance connectivity to support daily operations
- Instant troubleshooting service

Adopted Solution

MPLS Network Solution

Core Benefits

- To solve the huge remote connection needs between the headquarters and various locations, the DYXnet MPLS solution and fully meshed architecture bring high-speed and stable network performance, improving data transmission across locations to a more secure and stable network architecture.
- DYXnet implements 24 x 7 network monitoring to help GMI quickly resolve various connection obstacles, allowing IT staff to retain agility and focus on improving and innovating information services.

Customer Quote

"DYXnet has always maintained excellent service quality, repeatedly demonstrated high efficiency and professionalism, and helped us quickly resolve various network obstacles, enabling our IT staff to retain agility and focus on improving and innovating information services."

—Manager, Information Management
Department of GMI



About GMI Technology Inc.

Founded in 1995, GMI Technology Inc. (GMI) is a listed company in Taiwan, a premier electronics components distributor and application solutions provider for products used worldwide. Headquartered in Taiwan and twelve locations throughout Asia, GMI is focused primarily on the Greater China market. The company's suite of products spans a range of categories, including consumer electronics, home appliances, information technology and networking, data and telecommunications, industrial, and power solution. GMI partners with many of the world's leading brands and manufacturers, including AUO, Foxconn, Intersil, Lenovo, Realtek and ZTE.

Business Challenges

GMI operates in major cities, including Taipei, Shanghai, Shenzhen, and Hong Kong. Its Taipei headquarters offers essential services like ERP and email, creating significant remote connectivity needs. In 2007, to enhance global logistics management efficiency, GMI decided to replace its core systems and implement Oracle ERP, abandoning the old SSH model to a more secure and stable data transmission structure.

Before implementing MPLS, all external sites connected to the headquarters via SSH for critical tasks such as inventory data entry and email communication. This terminal-based connection was unstable, occasionally resulting in disconnections that halted ERP data entry tasks, requiring reconnection and negatively impacting work efficiency.

Tailor-made Comprehensive Planning

DYXnet implemented MPLS solution to connect GMI's headquarters and various locations, addressing operational challenges and ensuring stable network connectivity. This solution used efficient label-switching to maximize network utilization and facilitate reliable data, voice, and video transmission, avoiding the limitations of traditional packet reading.

GMI experienced a surge in video conferencing and file transfers during the pandemic, straining existing bandwidth. DYXnet provided timely guidance to balance stability, speed, safety, and cost, optimized GMI's connectivity by implementing SD-WAN at the Shanghai and Shenzhen sites, and transitioned MPLS to a backup role while maintaining network stability and cost-effectiveness.

DYXnet's Solution Advantages – MPLS Network

- **Fully Meshed Architecture**
Provides high-speed and stable network performance with a core MPLS network featuring a complete mesh structure and redundancy mechanisms to ensure top-notch network quality.
- **High Availability Configuration**
Offers high-availability solutions to ensure network services promptly respond to failures, keeping applications independent of the underlying basic transmission link.
- **One-Stop Service**
DYXnet's solution delivers point-to-point one-stop services, from planning and construction to daily network management. Regardless of the number of offices, branches, or operational sites, everything can be managed and coordinated through a single point of contact.
- **24/7 Network Monitoring**
DYXnet's advanced Network Operations Center (NOC) provides proactive network device management, monitoring, and reporting services, offering round-the-clock multilingual support.

Why DYXnet?

GMI urgently needed to upgrade its core systems and network architecture, particularly for high-quality connections in Shanghai and Shenzhen. After thorough evaluation and benchmarking against industry peers, GMI's IT department recognized the necessity of an MPLS solution and sought a provider with support across the both sides of Taiwan Strait. GMI ultimately chose DYXnet, which is known for its strong reputation in MPLS and extensive service network in Greater China.

This decision proved beneficial, enabling GMI to maintain uninterrupted network operations for 17 years. DYXnet effectively supported office relocations in Taipei, Shenzhen, and Shanghai, managing line migrations even with different telecom providers involved. DYXnet conducted site surveys, coordinated communications, and placed orders for new lines as needed to ensure seamless transitions.

Occasionally, technical issues arose while using MPLS, but DYXnet responded promptly, swiftly resolving obstacles. For instance, in sudden timeout issues, GMI would request tests to identify the faulty link. DYXnet efficiently addressed minor issues and followed a structured SOP involving data collection, testing, and troubleshooting to systematically identify and resolve the root causes.

About DYXnet

Right from its establishment in 1999, DYXnet has been specialized in providing premier enterprise network solutions in Greater China. The Group delivers Multiprotocol Label Switching (MPLS), Software-Defined WAN (SD-WAN), Internet Access, Data Centre Services, and Network Security Solutions to over 1,700 enterprise clients via efficient provisioning capabilities in numerous cities throughout Greater China and the wider Asia-Pacific region. In response to the evolving needs of its ever-growing customer base, DYXnet enlarges its product portfolio to further deliver enterprise cloud and SaaS solutions.

With its outstanding performance in delivering secure, stable, and comprehensive network services, DYXnet Group is the first batch of ICT service providers in Greater China to obtain several ISO international certifications including ISO/IEC 27001, ISO/IEC 20000, and ISO 9001 that reinforce the high standards of its information security, IT service management, and quality management, respectively.



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