



CASE STUDY

Yeng Hsing Leverages DYXnet's SD-WAN to Build a High-Quality, Reliable, and Secure Operating Environment

Client Industry

Chemical industry

Customer Needs

- Ensuring stable network connectivity at various corporate sites
- A high-performance network connection is needed to support daily business operations
- Requiring comprehensive network monitoring and troubleshooting services to secure business continuity

Adopted Solution

SD-WAN Solution

Core Benefits

- Load balancing and dynamic multi-path maximize bandwidth utilization, delivering highly stable and continued connectivity
- The centralized management portal provides visibility, allowing users to monitor and analyze the entire network status, saving costs and enhancing efficiency
- Ensuring rapid and secure data transmission
- 24 x 7 network monitoring

Customer Quote

"After implementing DYXnet SD-WAN, the connection speed is faster, the management is streamlined, and it does not cost extra money. Additionally, DYXnet provided 24/7 network monitoring services, enabling us to promptly address any abnormal network behaviour and report ongoing problems and time points, which is very important to us."

— Deputy Manager of YHC's IT Department



About Yeng Hsing Co., Ltd.

Established in 1981, Yeng Hsing Co. (YHC) manufactures chemical products, specializing in producing and selling chemical raw materials, such as calcium carbonate, mullite sand for precision casting, refractory materials, and thermoplastic road marking material. Its business is divided into three divisions: Chemical Division, Traffic Safety Division, and Precision Casting Division. Besides the headquarters in New Taipei City, YHC owns a factory in Kaohsiung and partners with a manufacturer in Yilan County.

Business Challenges

YHC's employees working at different locations often need to hold online video conferences. However, the IT department simultaneously has a significant amount of data that needs to be backed up to Kaohsiung or other remote sites. To avoid impacting video quality, they occasionally pause backup operations, which causes considerable disruption to operations. Regarding network management, when L3 network equipment shows anomalies, the IT department must spend time analyzing ports and understanding the connection paths of suspicious programs to diagnose issues accurately. Further addressing network abnormalities, such as infected endpoint devices, takes even more time and significantly impacts operations.

Tailor-made Comprehensive Planning

DYXnet introduced the SD-WAN network solution to YHC to solve various business challenges, which can identify applications and automatically select the best data transmission route, maximizing bandwidth efficiency. Compared to the traditional approach in which YHC's IT engineers had to manage bandwidth and set equipment parameters in different sites, SD-WAN can significantly reduce the staff workload by automatically selecting routing paths for various applications while eliminating human error. Also, SD-WAN can identify and visualize real-time application traffic, instantly detecting abnormal network behaviour.

Furthermore, DYXnet implemented a high availability (HA) architecture for YHC when designing the SD-WAN network, which helps minimize the risk of service interruption caused by a single-point equipment failure. Building the structure independently would result in double the cost.

DYXnet's Solution Advantages – SD-WAN

- **Single Pane of Glass Monitoring**

The centralized management portal provides visibility, allowing IT teams to monitor the status of the entire network, perform remote diagnosis in real-time, and generate usage statistics.

- **Maximize Bandwidth Utilization**

The bandwidth utilization rate is maximized by load balancing and dynamic multi-path optimization. While operating in "active-active" mode, the solution delivers higher availability than the traditional "active-standby" mode.

- **Ensure Application Performance**

Continuous monitor path quality and prioritize traffic. The dynamic multi-path optimization mechanism can recognize each data packet and automatically steer the application to the best exit.

- **24 x 7 Network Monitoring**

DYXnet's state-of-the-art Network Operation Centre (NOC) provides proactive network device management, monitoring, and reporting services based on the industry's best practices, ISO/IEC 27001, ISO/IEC 20000 and ISO 9001. DYXnet also provides a 24x7 multilingual service desk for enterprises' round-the-clock convenience.

Why DYXnet?

YHC has collaborated with DYXnet for over 10 years and is very satisfied with its ability to provide stable and timely services. Previously, YHC worked with other ISPs and fixed-line providers. However, those companies often failed to promptly inform customers about network outages, leaving the IT department unaware until users reported issues. In contrast, DYXnet proactively notifies YHC, allowing its IT team to issue internal announcements and address customer concerns. Additionally, with the increasing frequency of cyberattacks, SMEs often lack the resources to analyze suspicious network traffic effectively. DYXnet's comprehensive monitoring services are a key reason for continuing YHC's partnership and choosing SD-WAN services. After implementing DYXnet SD-WAN, the connection speed is faster, the management is streamlined, and it does not cost extra money. Additionally, DYXnet provided 24/7 network monitoring services, enabling YHC to promptly address any abnormal network behaviour and report ongoing problems and time points, which is very important to YHC.

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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