

# Farcent Achieves an Efficient and Stable Cross-region Operating Environment with DYXnet's MPLS Network Solution

## Client Industry

Daily Necessities

## Customer Needs

- Stability of network connections between cross-region sites and Taiwan
- Support the daily operating application of the inner system, voice and video communication services
- Instant troubleshooting service

## Adopted Solution

MPLS Network Solution

## Core Benefits

- Full-mesh framework and backup mechanism to achieve efficient data connection between cross-region sites and Taiwan
- Smooth and worry-free data, voice and video communications among cross-region sites
- Customized service levels based on enterprises' needs and usage conditions to ensure network services meet guaranteed levels of service quality

## Customer Quote

"DYXnet's MPLS service brings us a great sense of stability. The stable network connection allows for the smooth exchange of information between both sides of the Taiwan Strait and the normal execution of all import and export operations. It greatly reduces the risk caused by poor data transmission. The benefits are considerable."

— Farcent's IT Manager

## About Farcent

Farcent is the leading brand in the daily necessities industry. Established in 1983, it mainly developed space aromatic deodorization, dehumidification, and cleaning products. Farcent is continuously devoted to meeting customers' various needs and simultaneously creating enormous high-quality product lines with functionality and design.

## Business Challenges

Farcent's operating sites are located on both sides of the Taiwan Strait. The ERP, BI analysis reports, electronic sign-off system, voice and video communication services, and leave requesting system are all built in Taiwan due to the instability of the cross-strait connection framework and the enormous operating nodes, causing frequent disconnections and delays.

The LAN-to-LAN VPN mode used before caused the quality of data, voice, and video communication connections to be unstable at various sites. This instability was a severe issue for the information department, making it challenging to ensure efficient communication among every site.

## Tailor-made Comprehensive Planning

Farcent switched to DYXnet's MPLS services from LAN-to-LAN VPN to enhance the stability of network connections and enterprises' operating efficiency so that various commodities produced in production sites of Mainland China could be delivered to Taiwan on time.

DYXnet customized MPLS network services and connected Farcent's Taiwan headquarter with each site according to Farcent's application of data transmission at trans-region sites, transmitting in the most efficient Label Switching method, avoiding the drawback of traditional reading of the entire packet, which can significantly improve route efficiency to realize multi-application of data, voice and imaging. DYXnet also combines service quality assurance mechanisms such as service level guarantee, application priority, etc., to establish reliable, stable and flexible network connections, achieving maximum network utilization and efficiency.

Farcent has implemented DYXnet's MPLS solution and a customized routing architecture to integrate the client's voice system seamlessly. This setup connects traditional and internet calls, enabling multi-point video conferences with video equipment. As a result, Farcent has significantly improved cross-regional communication and collaboration, streamlined management processes, and enhanced operational efficiency, leading to increased productivity and stability.

## DYXnet's Solution Advantages – MPLS Network

- **Efficient and Flexible Wide Area Network**

DYXnet's MPLS core network has a full-mesh framework and a multi-route backup mechanism to maintain signal stability, ensuring high-speed and stable network quality and excellent performance.

- **Low Latency, High Reliability and High Availability**

DYXnet can tailor the service level according to usage conditions and business needs, achieving dynamic adjustment and ensuring that enterprises' professional network connections have high productivity, transmission speed and usage benefits.

- **One-stop Management Service**

DYXnet's network planning, construction, and daily maintenance management provide a single window for responsible management of corporates' various sites and coordination of cross-region networks. Enterprises can manage and coordinate their networks at each site through a single contact point.

### 7x24 Network Detections

- With the quality management commitments of ISO/IEC 27001, ISO/IEC 20000, and ISO 9001, DYXnet's advanced network operations center (NOC) provides proactive management of network equipment, network monitoring, reporting services, and a 7x24 service platform with multiple languages.

## Why DYXnet?

Farcent has used DYXnet's services for nearly eight years, and the connection quality has always been smooth and flawless. However, Farcent switched to LAN-to-LAN VPN connections to save costs in network transmission. The quality of the LAN-to-LAN VPN connection was not as good as expected, and the cross-strait connection structure was unstable, resulting in frequent packet losses. Among them, voice packets were lost, causing vital information to be delivered inaccurately and causing great trouble to the operations.

After careful consideration, Farcent switched back to DYXnet's MPLS network solutions to regain stable connectivity between the two sides of the Taiwan Strait and allow smooth data, voice and video communication. Since adopting DYXnet's services, the disconnections or delays issues have been solved, confirming that DYXnet's backbone enables enterprises to achieve high-quality connections to ensure real-time data transmission. The satisfied experience and network stability verify that DYXnet can meet Farcent's needs effectively.

## 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.