Case Study

Mannatech Japan

Empowering Mannatech Japan's agility, resilience
and efficiencies with Telstra Programmable Network

Who are they?

Mannatech pioneers research and technology to provide targeted nourishment through specialised ingredients derived from plants. The company operates in more than 25 countries in Asia Pacific, the Americas, Europe and the Middle East.

The challenge

Seizing the opportunity of greater resilience and efficiency

After a recent upgrade to the company's internet circuit following an office move, Marc Arkinstall, IT Manager for Mannatech Japan, began planning the migration of a backup server to a cloud environment.

> "Living and working in Japan, I am very aware of the need for data security and integrity. Natural disasters such as earthquakes and floods can significantly disrupt business operations. I wanted to get as much of our infrastructure into the cloud as possible to improve our resilience and business continuity." Marc said.

The solution

Given Mannatech's need for virtualisation (and disaster recovery), the Telstra team in Japan introduced the Telstra Programmable Network (TPN) as the ideal solution for Mannatech's needs. Leveraging Telstra's open source Software-Defined Networking (SDN) technology, Telstra Programmable Network makes it possible to build on-demand, high-performance networks that are cost-effective and reliable. Easily configurable networking, automated provisioning and flexible consumption models provide organisations with the agility they need to adapt to changing business needs.

> "We have 100Mbps for open internet for general internet and a backup VPN to facilitate communications to head office in the event of our MPLS link being interrupted. We then branched off 500Mbps to create a direct connection to AWS for our virtual back-up server, leaving us 400Mbps extra capacity to play with," Marc said.

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The benefits

Flexible ICT with major cost savings

"We loved the possibilities of what we could do with TPN, but the real clincher was the cost," Marc said. *"Without TPN, building a back-up solution would have cost us around 6-8 million Yen (AU$75,000-AU$100,000). It has saved us software licensing costs and maintenance contracts not to mention the huge upfront hardware costs."*

"Not only is it much more cost-efficient, I know the TPN-AWS solution isn't going to expire in five years and we don't have to worry about server upgrades. From our perspective it is seamless." Marc added.

"TPN also enables us to have our back-ups in a different physical location from our head office, which in Japan is a major advantage."

A platform for further digital transformation and business expansion

The Telstra Programmable Network has enabled the business to focus resources into expanding its operations in Asia, whilst also providing a flexible foundation for Marc's digital transformation strategy.

"I want to continually improve our resilience and it is also important that we improve support for sales staff when they are outside of the office. For us that means putting more business applications and functions into the cloud.

"First on our list is the email server, but we are also considering a virtual PBX, which would have huge benefits. We could set up SIP lines and save 8-10 million Yen by removing the need for PBX hardware. TPN enables us to do all this with its flexible and attractive cost model," Marc said.

When it came to set up TPN, Marc said that the support from Telstra's local team was invaluable.

"The Telstra staff were incredibly supportive, particularly in the initial phases because it was a type of network that no-one in our organisation had ever encountered before. Once the TPN was up and running, our network engineers were floored, they think it's the coolest thing they have seen in years!"

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