

# AGC Glass Europe

Vital link in  
European network



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## Ideal solution for linking Belgian and European sites

At AGC Glass Europe the central network infrastructure is becoming increasingly important. As part of its modernisation process, the company went looking for new network partners in all of the European countries where it has a facility. The head office and two main datacentres of AGC Glass are located in Belgium. For this reason, the company placed additionally high requirements on its new Belgian partner. Eurofiber proved to be the ideal match.



### The challenge

#### Supporting 200 European locations

As part of the largest manufacturer of flat glass in the world, AGC Glass Europe processes and distributes flat glass for construction, the automotive sector and the solar industry. AGC Glass Europe's headquarters are located in Louvain-la-Neuve, in a new, ultra low energy building made of high performance glass and concrete. A 500 people work here, including 100 in the IT department, which is responsible for providing IT support to more than 200 locations across the European network.

### Upgrade required

In order to centralise the countless applications and communication resources of the various AGC sites, the network is essential for the group to operate properly. But because the existing network had reached its limits, and driven by the need to modernise, AGC Europe issued a request for proposal (RFP) for a new network infrastructure. This call for tenders was part of another RFP, aimed at implementing new office automation solutions (PCs, telephone, collaborative tools). The network was allocated a more central role within the system because it would be used more intensively and the volumes of data would doubtless evolve. Performance and network coverage were the decisive criteria for the implementation of this project.

### Vital choice

To handle this European project, AGC was looking for a network partner in each country where the company had a presence, but at the same time it wanted to limit and optimise the number of operators. In Western Europe, the project was awarded to Verizon, which provided the links between the various countries. It was also vitally important for the European organisation to make the right choice in Belgium. "Our head office and two main datacentres are located here and Belgium is at heart of our European network," says Guy Vanderperren from AGC Glass

- Very high level of reliability
- Optimum availability for voice and data traffic
- Uninterrupted international connections
- Handling of peaks in traffic
- Breakdowns and complaints avoided

"We were looking for a highly dependable partner for Belgium, which is the heart of our European network. The Eurofiber network covers our 20 sites in Belgium, provides consistent, high-quality communication and is easy to manage."

**Guy Vanderperren**

**ICT Infrastructure – Corporate Network**

AGC Glass Europe

Europe's ICT Infrastructure - Corporate Network department. "So we went looking for the extremely dependable partner."

## The solution

### The perfect match in coverage and method of working

After comparing price proposals from various local providers, AGC Europe in Belgium opted for the services of Eurofiber, signing a five-year contract. Vanderperren: "We had already carried out a preliminary study with Eurofiber. We found there was a perfect match between our two companies, both in terms of geographical coverage and in the way we work. The Eurofiber network corresponds

with the location of our 20 sites in Belgium, close to the rail network. This gave us straightforward access to their fibre optic network, without too much additional connection work."

### Data and voice traffic

Today, after a flawless implementation programme, all of the AGC sites in Belgium have Ethernet VPN via fibre optic with a minimum bandwidth of 10 Mb/s. The larger sites, such as Mol, Fleurus and Moustier, have a 20 Mb/s or even 50 Mb/s connection so that they can handle larger volumes of data. AGC Glass Europe also benefits from very exacting Service Level Agreements, based on a fully redundant fibre optic backbone. "What matters most for us is the stability and consistency of the network, along with straightforward management," says Vanderperren. "We recently also switched our voice traffic to the Eurofiber network. This allows us to give voice the priority it needs. This project involves a large number of partners, both local and international. So we are delighted with the flexible approach and service provided by Eurofiber. Their local network integrates perfectly with our own European network and their teams understand our needs very well. They came up with perfect solutions for us."



Guy Vanderperren





## The benefits

### Absorbing peaks in traffic

The biggest advantage of the Eurofiber network is the shorter connections. In the main, the optical fibre network follows the path of railway lines. Having this extensive network enables Eurofiber to offer customised solutions and guarantee optimum availability of the circuit. The international POPs (Points of Presence) also provide uninterrupted connection outside our national borders.

### 24-hour monitoring

AGC Glass is also able to rely on the services of Eurofiber's Network Operations Centre. The Centre monitors the network 24 hours a day, 7 days a week and takes action whenever a problem crops up. Vanderperren: "End-users are not even aware of the fact the network exists until there is a slowdown in speed or some sort of fault. And when that happens, they tend to panic. We use the network very intensively and the best indicator of how successful the implementation has been is the fact that user complaints have dried up. Unlike our previous network, which had reached its limits, the Eurofiber network enables us to cope with peaks in traffic and avoid any breakdowns – and hence any complaints."

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Eurofiber is a fast growing international provider of industry leading digital infrastructure. With our fiber optic network we provide companies, government bodies and non-profit organisations a future proof infrastructure. Our vision is of an open network with infrastructure and ICT services being offered separately, allowing everyone the freedom to choose their services, applications and providers as their own needs evolve. Our infrastructure provides the basis for a smarter and more efficient deployment of resources, enabled by a permanent exchange and the unlimited availability of data. This is how we are paving the way towards a Smart Society.

Since our incorporation in 2000 we are continuously expanding our infrastructure. Our fiber optic network covers Belgium and the Netherlands, and stretches into Germany.

Go to [www.eurofiber.be](http://www.eurofiber.be)

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