CASE STUDY

Gogoro leverages DYXnet SD-WAN solution
Empower green transportation and achieve enterprise cloud platform

Industry
Manufacturing Industry

Customer Needs

- A need of a one-stop platform for its stores to integrate intranet architecture and eliminate network problems

- Data from Gogoro's corporate headquarters, stores and public cloud platform (provided by Amazon Web Services) needs to be both linked and exchanged

- The increasing number of stores creating a growing need for network solutions which support premium & stable bandwidth at a comparatively lower coststable bandwidth at a low cost

Solution
DYXnet SD-WAN Solution

Core Benefits

- Network deployment for the company is completed in a timely and attentive manner

- Gogoro's network points in Taiwan are monitored through a centralized orchestrator

- To ensure security, Gogoro's valuable data is encrypted

- Enterprise-level private and public cloud platforms are integrated flexibly onto their platform

Customer Quote

Despite its low price quotas, DYXnet spares absolutely no effort in providing integrated network solutions without delay. After utilizing their pristine network infrastructure and fantastic after-sales support service, we can comfortably recommend DYXnet for its network service as they have assisted us throughout our preparation work for new shops.

Gogoro

About Gogoro

Established in 2011, Gogoro is a manufacturer of electric scooters based in Taiwan. In 2019, Gogoro to 125 points of service and sold nearly 150,000 vehicles throughout the calendar year. They are determined to reshape the way people use energy, and through the power of the Internet and technology, they promote metropoles around the world to gradually transform into smart cities.

This was explicitly seen when Gogoro introduced the world's first smart electric two-wheeled vehicle Smartscooter®, and the advanced battery-swapping facility Gogoro Energy Network. Through the implementation of more autonomous and smart energy use, Gogoro hope to protect the environment and while developing the growth of smart cities.

Business Challenge

Alongside the rapid increase in points of service that, Gogoro is seeing, they are simultaneously facing high costs associated with network management and building for their stores, cloud service and headquarters. Gogoro's traditional network architecture option carry all their traffic from each branch to a data centre; thus causing network instability or disconnection.

As a result, IT technicians are having to spend more of their time on troubleshooting and repairing, which by extension, impairs service standard and customer satisfaction; and even business profits.

Tailor-made Comprehensive Planning

To cater to their needs for building a network for 100 service locations, DYXnet has customized a SD-WAN and MPLS network design that features three types of connection options, including connection to the DYXnet MPLS network, access to broadband Internet, and 4G / 5G mobile network. By adopting DYXnet SD-WAN solution, Gogoro has sped up its store network deployment, all while utilising their existing Internet circuit to perform active transmissions. Using both the DYXnet MPLS network backbone and Amazon Web Services public cloud platform for data exchange, Gogoro met their need for a high-end stable bandwidth at a low cost.

In the past, Gogoro adopted a traditional Internet network service, and as a result, faced network failures or poor network connection in stores. This made Gogoro require IT technicians from their headquarters to spend more time on troubleshooting and solving the problem.

With the use of DYXnet's centralized orchestrator, Gogoro is now able to have total control over all their service points and their headquarters' networks; which by extension, also formed a private network within their IP network. By adopting centralized policies, their governing operations, network constructions, configurations, and management have been made easier and automated. Having a stable and fast network system equips the staff from Gogoro to better handle product sales, inventory inquiries, and customer data management, in addition to other comprehensive services such as test drive appointment, and vehicle licensing etc., thus greatly improving business operations efficiency.

DYXnet's solution advantages – SD-WAN

● **Simple Operations and Fast Deployment**

The configuration of DYXnet SD-WAN solution is exceedingly simple. By connecting their devices to a centralized power supply and by utilizing WAN cables, the installation of DYXnet SD-WAN solution can be completed in just a few minutes. The start-up, configuration, and subsequent operations and management can all be handled remotely by a centralized orchestrator. This is particularly suitable for a company with scattered service points like Gogoro.

● **Centralized Orchestrator**

Gogoro's Information Department can utilise the DYXnet SD-WAN centralized orchestrator as a single management platform for centralized control, configuration, monitoring, and troubleshooting. Gogoro also maintains full control, in case they want to change the system settings of each service point directly. This eliminates any complicated work behind individual changes, greatly improving the operational efficiency of the company.

● **Data Encrypted to Ensure Security**

To comply with Gogoro's huge database and scattered points of sales, DYXnet SD-WAN solution can provide multiple layers of security encryption and protection. This ensures that all data from the WAN edge to the cloud is protected and monitored.

Why DYXnet?

Gogoro is looking for suitable network solutions to cater for their rapid expansion. Despite a strong competition that exists for the provision of SD-WAN solutions in the market, most providers only provide network product solutions alone. Apart from offering an optimized, and direct access to public and enterprise private cloud services through its centralized orchestrator, DYXnet provides professional technical support and comprehensive after-sales services, all in addition to round-the-clock network monitoring.

Gogoro will continue to adopt DYXnet SD-WAN solution for network deployment. In the future, Gogoro will work with DYXnet to connect even more networks: including their growing points of service, headquarters, factories end, and remote offices. With DYXnet in hand, Gogoro is aiming to have to create a more complete cloud infrastructure.

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.