Mammoet: transforming the business to reduce cost and boost flexibility and security

The customer: experts in heavy lifting and transport

Mammoet is a global company providing solutions for lifting, transporting, installing and decommissioning large and heavy structures. It works across a variety of sectors including oil and gas, mining, wind power and construction, and has around 5,000 employees across approximately 90 locations.

This highly specialised work often takes place in remote areas of places such as Siberia, Canada and Australia, and under harsh conditions. In 2016, for example, Mammoet installed an arch over the Chernobyl nuclear reactor. This protective covering is the world's largest moveable land-based structure.

The challenge: helping Mammoet 'move time'

Like many organisations, Mammoet is seeking to transform the way it operates to improve efficiency and customer service and remain competitive in a tough global business environment.

When Mammoet begins work at a new site, setting up connectivity with the rest of the company is essential so that on-site employees can communicate and collaborate with staff in other locations, share files and access essential information and apps such as SAP and SharePoint.

"Our aim is to help clients improve construction efficiency and the uptime of plants and installations," explains Marvin Wigmore, Manager IT Operations at Mammoet.

"Time is what matters most to our customers, so when a project is agreed, it's vital we can get to work as quickly as possible. But with our original solution, it took six to nine months to get connectivity into a site, affecting our ability to finish the job and start billing the customer. The slow start to projects was affecting customer satisfaction, and that was having a major effect on our competitiveness."

> "CenturyLink is a trusted partner to Mammoet and we feel confident that they give us advice that we can rely on."
>
> **Marvin Wigmore**
> Manager IT Operations, Mammoet

The challenge: helping Mammoet 'move time' (contd.)

These connections were costly and slow, to the extent that it affected staff productivity and customer service. For example, if an on-site employee needed to access a 3D drawing in one of the company's data centres, it might take 10-15 minutes just to open the file, which was inefficient and frustrating for both staff and customers.

At the same time, each project site needed a firewall to maintain network security, but managing firewalls for each and every site took up a significant amount of human and financial resource.

To tackle these issues, the IT team decided to completely transform the company's approach, and put out an RFP in 2016.

The solution: a new foundation for better communications

Mammoet chose CenturyLink (then Level 3) for its expertise and because of its consultative approach; instead of providing the solution that Mammoet had asked for, CenturyLink looked at the problem in detail and was the only RFP respondent to propose a different way of tackling the issue. The Mammoet team also felt that CenturyLink's managed platform provided a strong foundation for its future plans to move towards virtual services closer to the user.

In 2016, CenturyLink began implementing a global Adaptive Network Security (ANS) backbone to connect Mammoet's locations around the world. Its six main offices are directly connected to the core MPLS/IP VPN network and each of the 60+ customer sites can be easily and quickly linked to the corporate network using locally procured internet lines. ANS is a flexible, multi-layered network-based security service delivered via the cloud, negating the requirement for firewalls at each location. The global network of sites was transferred over to the new solution in about seven months.

The benefits: improved productivity, customer service and competitiveness

Customer sites can now be connected extremely fast, and the speed and performance of the network is dramatically improved (to the extent that the network optimisation estate that was previously used to manage network performance is no longer required).

"This means that the service provided to customers is faster, and employees at all sites can work together more effectively and without wasting time waiting for services to work better or for files to transmit," says Wigmore. "This helps us improve our competitiveness, and productivity."

The cost of the network infrastructure has been slashed by a remarkable €600,000 per year. The time and manpower needed to manage an estate of firewalls has also been removed by the network-based security solution.

"CenturyLink is a trusted partner to Mammoet and we feel confident that they give us advice that we can rely on," comments Wigmore. "The CenturyLink solution gives us a flexible, secure, reliable platform to achieve our future aims, such as moving services closer to the end user by replacing physical data centres with cloud-based virtual data centres, and bringing in Unified Communications. It gives us a lot of exciting new opportunities to fundamentally transform the way we work across all of our global sites, which can benefit both our business and our customers."

Call +44 (0) 330 060 7017 | **Click** centurylink.co.uk | **Email** europe@centurylink.com

CenturyLink