

Telekom Malaysia

Customer Success Story



Customer Background

Telekom Malaysia Berhad (TM) is a Malaysian telecommunications company founded in 1984. Starting off as the national telecommunications company for fixed line, radio and television broadcasting services, it has expanded to become the country's largest provider of broadband services, data, fixed-line, pay television and network services.

Since its inception, TM represents one of the largest government-linked companies in the country, with more than 28,000 employees and a market capitalization of more than RM25 billion.



Challenges

- Majority of SME and Enterprise are running managed services from TM and have stringent SLA clauses to ensure secure internet access such as bandwidth availability, uptime, critical business applications are running flawlessly and etc.
- Some third-party appliances running there are either obsolete, end of support or inability to cope up with customer bandwidth expansion.
- These enterprise customers require granular control and visibility to promote increase in productivity as well as achieve organization compliance.
- Lack of technical knowledge and labor intensive task to manage internet access facilities especially in multi-branch scenario scattered around the region.
- Difficulty to justify bandwidth and application trending whenever comes to planning and scaling critical business applications running in their networks.



Executive Summary

- Public Listed
- Industry: Internet Service Provider
- Location: Malaysia



Challenges

- Uptime and bandwidth availability
- Technical support
- Lack of visibility and control



Sangfor Solution

- IAG
- Managed services by Telekom Malaysia
- SME and Enterprise customers



Sangfor IAG

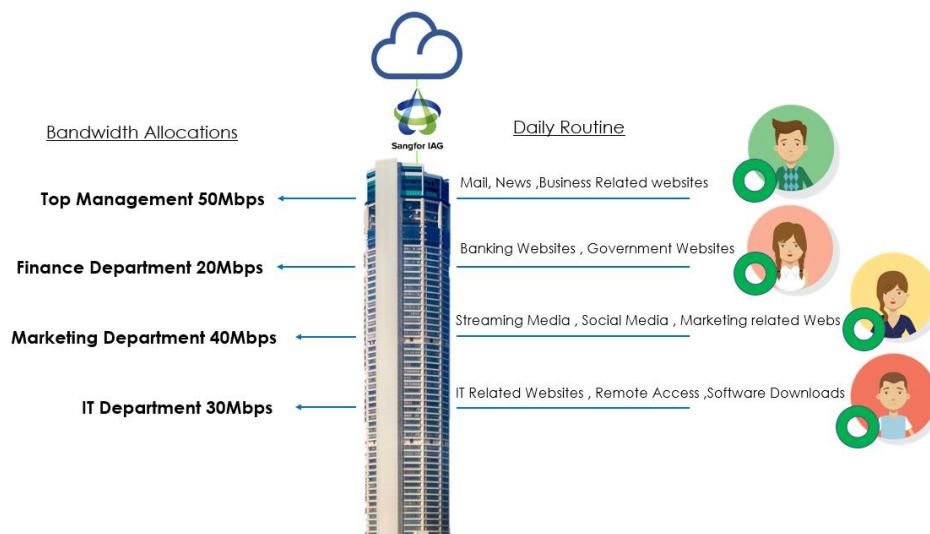
Jabatan Kemajuan Masyarakat

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Sangfor Solution

Sangfor IAG provides comprehensive bandwidth management and application control along with other TM productization such as router and SD-WAN to ensure seamless experience in secure internet access environment.



Solution Values

Superior and Intelligent Traffic Management

- Each enterprise customers will have specific requirements on bandwidth allocation for each department and critical business applications internet access.
- Non-critical business applications will use predefined pool of allocated bandwidth resources to eliminate bandwidth hogging.
- Improves overall bandwidth utilization using comprehensive traffic management solutions such as Dynamic Traffic Control and Intelligent Flow Control.

Simplify Business Operation

- Real-time or schedule-based reporting for organization planning and review.
- Ease the burden of enterprise IT department while TM managed services team will monitor and managing internet access facilities.

Unparalleled User Visibility and control

- Discover user identity and apply necessary granular control based on customer Acceptable Use Policy (AUP).