



Think ADTRAN. Think Success.

ADTRAN® Switch-Routers, Going Up with ThyssenKrupp Elevator



ThyssenKrupp Elevator is North America's market leader in elevator sales and service with maintenance contracts for more than 170,000 units. In the United States and Canada, the company has 10,500 employees and more than 300 sales and service locations. As one of the world's largest elevator manufacturers and service providers, ThyssenKrupp Elevator provides products and services recognized globally for their high quality and exceptional value.

The Challenge

Find a cost-effective switching and routing solution for more than 100 remote locations that can be maintained without on-site IT staff.

The Solution

ADTRAN's NetVanta 1224R switch-router provides a managed 24-port managed Ethernet switch, access router, CSU/DSU, firewall and optional VPN, all in a single 1U-chassis.

The Benefit

ThyssenKrupp was able to implement a single box solution that was less than one-third of the cost of alternative solutions without sacrificing quality or reliability. This saved the company thousands in equipment costs alone.



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ThyssenKrupp Elevator (TKE), one of the world's largest elevator companies, is represented at over 800 locations in more than 60 countries and has some 130-field offices in the United States alone. Due to older, outdated networking equipment, ThyssenKrupp began searching for a new routing and switching solution that could meet its existing requirements and growing network demands. Each office is typically equipped with a fractional T1 connection, running over an MPLS network. Quality of Service (QoS) capability is a must because these offices handle their own business processes and utilize several bandwidth-intensive enterprise applications. This need was amplified by the imminent roll out of a new centralized enterprise-wide Field Service ERP application to all field offices.

Rising Above the Competition

Manager of Network Services, Will Carter directed the hardware selection and project implementation for ThyssenKrupp. Primary suppliers considered for this project included Cisco, with a two-box solution, and Juniper Networks. "Based on my past experience I had a strong bias toward Cisco," Carter said. "Cisco would have been the easy and safe choice for this project but we wanted the most cost-effective solution available for our network. That's why we considered ADTRAN's all-in-one NetVanta® 1224R switch-router."

Carter noted that a single box solution brings many added benefits, especially in situations where there are a large number of deployments with no on-site technical support. The ADTRAN solution was less than one-third of the cost of the competing Cisco solution, making cost a major factor in the decision process.

Reliability Brings Added Benefit

Carter's initial recommendation to TKE CIO Jim Miller was to evaluate both Cisco and ADTRAN solutions. When the CIO asked Carter why TKE should consider ADTRAN for this project, Carter replied, "We have had ADTRAN CSU/DSU's

implemented in our network for years. They are extremely reliable—you just install them and they work. This is the right time to look at ADTRAN as a real competitor to Cisco."

Reliability and cost effectiveness are especially important to TKE as they pride themselves in running a lean, high performance shop.

"Support is always an issue, so any device we can install and manage remotely brings significant advantages to our team," said Carter.

The NetVanta 1224R combines a 24-port managed Ethernet switch, access router, CSU/DSU, firewall and optional VPN, all in a single 1U-chassis. "It has exceeded TKE's expectations and the implementation progressed smoothly throughout the enterprise-wide rollout," said Carter.

Easy to Manage

With limited staff resources, ease of manageability and remote management are a must for Carter and his staff. "The Command Line Interface (CLI) is very efficient. When I first got on the CLI, within minutes I knew exactly how to navigate through the OS and was able to configure the device without any issues," said Carter. "The web-based GUI is really helpful for my less experienced staff because it offers a more intuitive interface. The learning curve is minimal."

Customer Service That Counts

"ADTRAN's people really make the difference. In addition to their high level of technical competence, ADTRAN treated us like part of their family and were more than willing to jump in wherever we needed help. I knew we would never get this level of service from other competitors," Carter explained. "We started talking with ADTRAN about specific features that we needed in the product to complete our project, and they delivered."

"Partnering with ADTRAN has been an extremely positive experience for the TKE team. From training, to on-site engineering support, to testing with the carrier, ADTRAN was with us every step of the way. ADTRAN delivered a complete package—product, pricing, and performance," stated TKE CIO Jim Miller.

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*Will Carter
Manager of Network Services
ThyssenKrupp Elevator*