



## CASE STUDY

# SEKO Logistics optimizes the end to end delivery experience for today's digital consumers with DYXnet's MPLS Network Solution

## Industry

Logistics

### Customer needs

- To offer greater control and visibility of the O2O touch points in a consumer's purchasing process and predict timing and status with real-time tracking across different mile stones.
- Data synchronized across their Transportation Management System (TMS), Warehouse Management System (WMS) and commerce platforms for their 120+ offices in over 40 countries worldwide
- Responsive IT support for their self-service web applications so their customers can communicate directly with the support center for any specific requests or enquiries

### Solution

DYXnet MPLS Network Solution

### Core Benefits

- To ensure reliable network connections for real time applications including parcel tracking and order & inventory management etc
- To enable dynamic delivery flows and mobile inventory management by optimizing planned and on-demand orders concurrently
- Better bandwidth utilization for their number of business applications including TMS, WMS and self-service web app etc.

### Customer Quote

"SEKO is one of the world's fastest-growing providers of cross border ecommerce delivery and returns solutions, and we have seen a significant acceleration in international e-commerce and work with an increasing number of clients from marketplaces, merchants, as well as direct-to-consumer brands. Such diversification from both a B2B and B2C perspective creates a strong requirement for stable network performance. DYXnet's reliable MPLS solutions and responsive customer service provides our users with a better online experience."

— Director – Client Solutions Group, Asia Pacific, SEKO Logistics



## About SEKO Logistics

SEKO started out in business in 1976, operating out of a single Chicago office. Since then, they have built a solid reputation throughout the world as an innovative and flexible provider of first-class logistics services. They provide complete supply chain solutions, specializing in transportation, logistics, forwarding, and warehousing. They also lead the industry with innovative and configurable IT solutions, which provide a seamless flow of information and give their growing client base true supply chain visibility.

## Business Challenge

Consumer demand for multi-channel retail and supply chain requirements continues to grow, and SEKO works with the world's top brands, SME retailers and e-tailers, to expand their Global presence for international shipping and returns.

SEKO delivers an integrated approach which gives their clients the ability to access multiple international shipping services with their 120+ offices in over 40 countries providing a competitive edge in today's ever-growing worldwide marketplace. A stable network infrastructure with high availability is needed for SEKO's specialized and configurable technology platforms, that provide a seamless information flow and enhance delivery experiences and visibility as SEKO continues to develop its e-commerce and technology solutions, including real-time parcel tracking for retailers, pure-play e-tailers, marketplaces and platforms.

The supply chain landscape is becoming increasingly complex especially for omni channel business, with an ever-increasing number of moving parts that are difficult to keep track of and integrate from different internal systems. SEKO is using business applications including SaaS and customizable software which need reliable network connections for all these real time applications.

## Tailor-made Comprehensive Planning

To cater for SEKO's growing business across the globe, DYXnet's MPLS network solution is well suited for SEKO as it has multiple types of traffic with shared data connection, e.g. some types of traffic requiring priority over others and new sites need to be connected to many different locations.

MPLS network solution provides a clean and secure connection that is especially desirable for certain types of data, applications, and transactions - especially where a high degree of integrity and privacy is required for their e-commerce business involving marketplaces, merchants, and direct-to-consumer brands.

Moreover, the solution performs especially well when it comes to packet loss avoidance and maintaining important traffic flow, which are essential for maintaining the quality of real-time protocols. On the other hand, priority can be assigned to certain network traffic, which can ensure traffic predictability within the network.

## DYXnet's solution advantages – MPLS Network

- **Scalable with better bandwidth utilization**  
DYXnet's MPLS solutions allow less resource-intensive physically to configure the circuit. Scalability can be maintained for larger or more complex networks.
- **A better end-user experience**  
By prioritising time-sensitive traffic such as VoIP, DYXnet's MPLS solutions offer multiple classes of services, enabling SEKO to apply separate settings to different types of traffic for better user experience.
- **Mitigate traffic congestion among different offices/sites**  
Sophisticated traffic engineering options are available which enable traffic to be sent over non-standard paths so as to reduce congestion on the paths that have just been avoided as a result of traffic engineering.

## Why DYXnet?

DYXnet has been working with SEKO since 2014 with the provision of MPLS network solution to three of their sites at the beginning. DYXnet has been one of their key IT partners by providing them IT & infrastructure network services like network upgrade, design and consultation, etc. DYXnet's Network Operations Centre also provides 24-hour monitoring and support their operations such as their self-service web applications and real-time tracking, etc.

## About DYXnet

DYXnet believe technology is the key to unlock new possibilities and opportunities for businesses. Since our founding in 1999, DYXnet has empowered enterprises to drive business growth with ICT innovations. We are committed to provide solutions for our customers through disruptive technologies and services including enterprise network solutions like MPLS and SD-WAN, cloud solutions and data centre services.

DYXnet strive to strengthen our dominant position in Hong Kong and the Asia Pacific region. Among the first ICT service providers in the region to have obtained ISO certifications including ISO/IEC 27001, ISO/IEC 20000 1, and ISO 9001, we are also one of the first official members of the China Cross border Data Telecommunications Industry Alliance and one of the first SD WAN service standard drafting units.

For more information about DYXnet, please visit [www.dyxnet.com](http://www.dyxnet.com).



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