



AT&T global network and security services buoy the launch of ONE

- **Business needs** - Ocean Network Express (ONE), a new global shipping company, needed to build information and communication systems to connect multiple locations around the world.
- **Networking solution** - AT&T VPN Service allows ONE to deliver the superior service and innovation that their customers expect. The company also provides highly secure remote access services to critical applications for its employees in dozens of countries, along with network security options.
- **Business value** - Building a high-performance infrastructure enables ONE to deliver groundbreaking solutions and enhanced service to change the way the world transports goods.
- **Industry focus** - International shipping
- **Size** - 144 million TEU (Twenty-foot Equivalent Unit); 250 ships

About ONE

Headquartered in Singapore, and with regional headquarters in Hong Kong, the United Kingdom, the United States, Brazil, and Japan, ONE is a major new global transport company with a fleet of 250 vessels serving more than 100 countries. It was formed when 3 prominent Japanese liner companies—'K' Line, MOL, and NYK—merged their container shipping operations. ONE's mission is to continue the high levels of quality service and process excellence that distinguished its 3 founding entities.

The situation

By combining 3 international shipping leaders into ONE, the founders of the company wanted to combine their strengths to become world's best container shipping line—and change the way the world moves. To accomplish this, ONE needed a strong, highly secure and reliable network to support its employees around the globe and enable its customers' success.

Solution

As an international company, ONE had its pick of networking providers. It chose AT&T VPN Service, a network-based IP solution that is enabled by Multiprotocol Label Switching (MPLS) to create a highly secure network that connects multiple locations, users, offices, business partners, cloud providers, and remote and mobile workers. MPLS also enables ONE to prioritize data packets from a variety of applications over a single, highly secure global VPN, yielding highly reliable network performance.

They also added AT&T SD-WAN - Static Network Based that gives ONE employees highly secure access to critical business applications from virtually any location, access type, or device. To help secure its infrastructure, the company added AT&T network-based and premises-based firewalls, along with AT&T Cloud Web Security Service for near-real-time protection, and AT&T NetBond® for Cloud that provides highly secure, cloud-to-cloud connectivity for efficient data transfer between private and public clouds.

Belief in the power of ONE

Container ships play a vital role in global trade and transport, with about 60 percent of international goods

moved by sea every year.ⁱ These giant vessels carry more than 1.7 billion metric tons annually.ⁱⁱ Industry insiders expect global market demand to continue to increase steadily.

One of the newest players in this \$12-trillion industry was created when 3 international transport leaders merged their container shipping lines. They called the new company Ocean Network Express, using the acronym ONE to symbolize their commitment to bringing together the strengths of each company to form a single entity dedicated to its customers' success.

“Together with our customers and partners, we will face every challenge as ONE, to discover and offer optimal solutions,” the company’s philosophy reads. “And working as ONE with the world, we will continue uniting countries and regions. Our unsurpassed belief in the power of ONE drives us.” By blending and refining different ways of thinking, different cultures, and different skills, ONE aspires to create a new way of moving through the world.

ONE’s plans to spark a revolution in the industry seem to be working with the help of AT&T: In its first years of operation, it’s climbed to sixth in the market, with about 7% of global share.



Help wanted: a single global provider

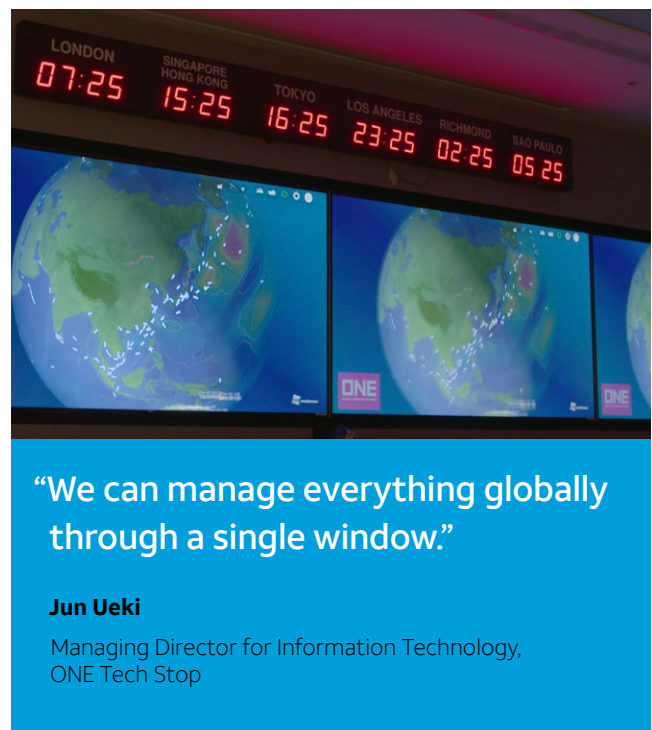
Jun Ueki, managing director for Information Technology at ONE Tech Stop Pte. Ltd., a subsidiary IT company, said ONE operates according to the core values of teamwork, best practices, quality, reliability, innovation, and customer satisfaction. “Actually, those values are important for every company,” Ueki said, “but the reason that we want to focus on them is that we are a new company and a challenger. We need to stand out.”

Standing out in the ever-evolving world of global container shipping is more important than ever. “The business environment is ultra-competitive,” Ueki said.

To effectively accomplish their goals, they needed a stable, highly reliable network to run their mission-critical systems. And the network and solutions had to be international. ONE began developing its infrastructure by considering international telecommunications providers. “Some Japanese shipping companies work with Japanese communication companies, but they cannot really provide a global service,” Ueki said. “We needed a single global provider to manage our network services.”

Support for a global presence

ONE selected AT&T VPN Service, an IP solution enabled by Multiprotocol Label Switching (MPLS). This enabled ONE to build an application-aware, network-based VPN to connect its global locations virtually seamlessly. Now, they can efficiently transmit applications such as voice, data, and video over a single connection. The shipping company also chose AT&T SD-WAN - Static Network Based IP to integrate



its devices, applications, and services for on-site and remote workers within the same network.

As a world leader in networking services, AT&T was well positioned to support ONE’s global operations. “We needed to establish the company in 18 months, so we didn’t have the time to start with a long list,” Ueki said. “I’m not saying that AT&T is the only company able to provide such services, but the number of companies that can provide them is limited. That’s the reason why we work with AT&T. We know that AT&T can provide the stable network to support our presence globally.”

A single point of accountability

AT&T helps ONE connect employees at 132 sites in 52 countries, including about 10,000 employees

“We have a dedicated engineer helping us, so we can always talk with the same person who knows us and our services.”

Jun Ueki

Managing Director for Information Technology,
ONE Tech Stop

on-site and 4,000 offshore users. Because leanness and agility are also among ONE’s core values, the company doesn’t have IT staff at every location.

“We have some IT people in regions, and we centralize IT service provision from our own servers in Singapore, but we don’t have network employees at every office,” Ueki said. “We’re just using the AT&T MPLS network, and we rely on AT&T to manage it. We also ask AT&T to manage the remote access service, the firewalls, and the cloud.”

In addition to AT&T VPN and remote access service, ONE uses Cloud Web Security Service to protect against viruses, malware, and intruders. The company also uses AT&T Netbond® for Cloud to gain highly secure connectivity to an ecosystem of cloud providers. “We enjoy the benefits of working with AT&T,” Ueki said. “We can manage everything globally through a single window.”

Dealing with network questions or problems is simple, he continues: “We have a dedicated engineer from

AT&T helping us, so we can always talk with the same person who knows us and our services.” Having a single point of accountability streamlines and simplifies network operations.

On the horizon: A new world standard

The ONE website captures their ambition to broaden the very essence of shipping by exploring new services and reimagining new levels of efficiency to disrupt the industry: “Spanning oceans and continents as well as cultures and industries, we deliver not only freight but also trust and security over a vast network of routes.”

Along with the challenges of establishing a new company come many opportunities. “It’s a challenge to make our company culture from scratch and to make the company more competitive, but we want to be something different,” Ueki said. “We will try to find out how we can be more innovative and how we can provide better service to the customer. That’s a benefit of being a new company.”

With AT&T networking technology helping ONE launch its global business, Mr. Ueki said he would not hesitate to recommend AT&T network services to a colleague. Fast response times, better application performance, security for its data, and enhanced network reliability from AT&T solutions are all helping ONE live up to its motto: “As ONE, we absolutely can.”

i [World Shipping Council, About the Industry, 2018](#) ii [Statista, Container Shipping and Facts, 2019](#)

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