



OPEN SYSTEMS ROLLED OUT 3,650 ADDITIONAL REMOTE CONNECTIONS IN A WEEK

CLAAS

About CLAAS

CLAAS manufactures agricultural machines. Its founder, August Claas, first registered the company in 1913, originally producing powerful straw binders together with his brothers. In 1936, the combine harvester became inseparably linked to the CLAAS name. Thanks to their innovation and CLAAS harvester, they have become a recognized and respected international company with over 11,400 employees worldwide.

open-systems.com

The crisis did not impact the network and security infrastructure at CLAAS because our Managed SASE infrastructure was prepared for it. All in all, it cost us ten workdays.

Alexander Henneberg, IT Network Engineer & Project Manager, CLAAS

THE CHALLENGE

- Connect 3,650 new remote employees across three continents and 165 locations in seven days
- No matter where employees work, their connection needed to be secure

THE SOLUTION

- Open Systems Managed SASE
- 24x7 operations and security monitoring by level-3 engineers in Mission Control, our integrated NOC and SOC

THE RESULT

- 3,650 secure connections created in one week to keep employees productive
- Transformed network with a new edge architecture that is more agile, extendable, reliable, and secure
- Day-to-day Managed SASE security and network operations managed by Mission Control. CLAAS IT team has more time to work on other projects

GLOBAL CONNECTIONS DURING A GLOBAL CRISIS

When the pandemic began in spring 2020, it was essential for many CLAAS employees to work from home, which meant making 3,650 additional connections possible in one week – at 165 locations on three continents. Security was one of the most important parts of the solution as the employees had to use CLAAS internal resources and be seamlessly integrated into the network. The company has different types of locations, for example, very small outlets with 2–3 employees that supply spare parts for local customers, as well as large sites with R&D and production that must remain operational 24x7. Farmers rely on CLAAS for the agricultural machines that help with crops and the global food supply, essential work that had to continue uninterrupted – no matter what.

REMOTE ACCESS AND NETWORK SECURITY WITH MANAGED SASE

CLAAS was already using Secure SD-WAN by Open Systems, having chosen it for the simplicity and high degree of standardization that comes with an experienced provider of managed services. It was a simple transition to Managed SASE by adding secure mobile entry points. “We were well prepared to face the crisis with the current SD-WAN, and it was easy to decide to initiate the required update,” says Alexander Henneberg, IT Network Engineer and Project Manager at CLAAS.

Open Systems rolled out all the connections on time and in exactly one week, providing a good stable solution for remote connectivity. Mobile Entry Points (MEPs) were installed at various locations in Germany, Hungary, United States, Russia, India, and Argentina. They added up to 3,650 concurrent remote users. It was a move from the CLAAS in-house VPN solution to the virtual solution by Open Systems and required relatively little effort to implement. “Even our locations in Argentina and Brazil connected very quickly due to the flexible Managed SASE infrastructure. It was not necessary to send any hardware VPN appliances; within one day, we activated the virtual MEP,” recalls Alexander Henneberg.

BUSINESS CONTINUITY WHEN IT MATTERED MOST

The COVID-19 crisis did not impact the network and security infrastructure at CLAAS because our SD-WAN infrastructure was prepared for it. All in all, it cost us ten workdays. In the future, CLAAS plans to invest in more cloud-based services.”

Going forward, Alex Henneberg notes, “Open Systems’ concept and processes around the services and platform are very well integrated into Mission Control. This makes it possible for us to manage about 165 SD-WAN locations with only a small team. In my opinion, it makes sense to have all necessary services on one platform.”

High flexibility and professionalism

Regarding the collaboration with the Open Systems team, Alexander Henneberg has only one thing to say, “In this unusual situation, Open Systems confirmed its high flexibility and professionalism once more. I can recommend Open Systems with a clear conscience.”



Open Systems simply connects and secures hybrid environments so companies can focus on meeting their business goals. The Open Systems SASE Experience helps reduce risk, improve efficiency, and accelerate innovation with a comprehensive, easy-to-implement and use combination of SD-WAN and Security Service Edge delivered as a Service with a superior user experience. That's Our Service Experience Promise.