

## WATER AND COMMUNICATION FLOW FREELY AT CARDO PUMP

*The earth is covered by 70 percent water. Long ago, Cardo Pump learned the art of taming this abundant element in nature. With the help of new flexible solutions from BT Infonet, their communication system runs like a free flowing river.*



Working with water is an inspiring challenge and, next to the electric motor, the pump is the world's most common machine. The beauty of pumps is that they are dependable, cost effective and use very little energy. Cardo Pumps' products are known for these qualities and more.

### **Eastward expansion**

The Cardo Pump group currently consists of 40 subsidiaries located in 25 countries, eight of which are in Sweden. A large portion of the sales is generated from companies abroad. In addition, 80 percent of the group's workforce of 2,200 are employed at facilities outside of Sweden. Europe is a major market with customers in the public and private sectors of construction, processing and transportation.

Japan and the USA are the largest markets, while the company is also expanding to Eastern Europe and parts of Asia. Major production is distributed principally between six facilities in Sweden, Germany and Ireland, while marketing

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and sales functions are concentrated among sales offices located in 20 various countries.

#### **Mature market demands outstanding service**

Cardo Pump exists in a mature market where pricing and technical expertise are the driving forces. Pumps inevitably wear out so it is important, above all, to reduce life-cycle costs, which ultimately leads to customer satisfaction.

Over the last several years the company has concentrated their efforts on their customers. Improving service has increased volume, effectiveness and customer loyalty. This increase in customer interaction requires a highly-accessible and secure communication pipeline, thus the company has chosen to build its own intranet.

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#### **Water and communication – back to basics**

If water is the company’s basic element, communication runs a close second. Their intranet has grown steadily since 1998, when BT Infonet first provided service to their company. Since mobility has become a necessity for the company’s employees, they have chosen BT Infonet’s Remote Access Services (RAS) to facilitate communication between regional offices. RAS was actually the foremost reason that Cardo Pump chose to work with BT Infonet.

“It is an incredibly effective and secure service,” says Jan Longnell. “Upwards of 300 people use it regularly and the average cost per user is approximately SEK 100 per person a month.”

#### **Complementing services increase effectiveness**

Although the RAS has been highly successful, the company has continued to seek new opportunities to enable longer connection times without high costs. Furthermore, capacity issues have at times presented challenges for remote users. In response to these needs, in the Fall 2004, the company will collaborate with BT Infonet in launching a Web-based extranet system to augment and compliment RAS.

The new Managed Extranet Services (MES) will make it much easier for regional offices, production facilities, and employees in the field to transfer large information files to and from the main office via the Internet.

“This new MES service will be a wonderful addition. But in certain parts of the world, just finding a working phone jack will make you happy,” says Lilian Andersson with a smile. “So to us the RAS service is a pure must and we are very pleased.”

#### **Cardo Pump— The Company**

Cardo Pump manufactures pumps, agitators and purge valves for the water, irrigation and drainage industries, among others. The company was founded in 1918 and through the trademarks of ABS and Pumpex has built its position as one of the worlds leading pump manufacturers. The Cardo Group also makes advanced measuring equipment for the pulp and paper industry. For more information, visit <http://www.cardo.se>

## The Requirements

A well functioning and self-developed intranet solution needed to be augmented with flexible solutions that handle the ever-increasing number of mobile employees who need to communicate efficiently between company headquarters and various satellite offices.

## The Solution

The intranet was completed using RAS and MES for the remote communications. RAS is used primarily for regular email traffic while MES is used to facilitate transfer of larger files from the Internet.

## The Results

Since RAS was implemented in 1999 the company has gradually increased their intranet connections, which has considerably simplified and improved their communication between the Cardo Group's main office and their various regional offices and production units.

## About BT Infonet

Infonet Services Corporation, a member of the BT Group plc group of companies, known for its quality of service, is a leading provider of managed network communications services for multinational entities.

Employing a unique consultative approach, BT Infonet offers integrated solutions optimising the complex relationship between enterprise applications and the global network. Extensive project management capabilities are the foundation for the services and solution offerings (broadband, Internet, intranet, multimedia, videoconferencing, wireless/remote access, local provisioning, application and consulting services) positioning BT Infonet as a single-source partner for multinational entities. In particular, BT Infonet IP VPN solutions offer multinationals a unique combination of Private and Public IP services as well as a full set of Managed Security and Mobility Services.

Rated "Best in Class" overall in Telemark's survey of Global Managed Data Network Services, Infonet Services Corporation has also won "Best Customer Care" and "Best Carrier" at the World Communication Awards. Founded in 1970, Infonet Services Corporation owns and operates The World Network<sup>®</sup>, accessible from more than 180 countries, and provides local service support in over 70 countries and territories.

Additional information about Infonet Services Corporation is available at [www.bt.infonet.com](http://www.bt.infonet.com).

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