

SUCCESS STORIES

Delivering a secure and scalable networking-as-a-service platform on AWS for industrial IoT connectivity

About the Customer



The customer is headquartered in the United States and is a global leader in networking and connectivity solutions. They provide cabling, switches, and industrial networking products that support industrial operations, data centers, and enterprise environments. With decades of experience, the organization focuses on innovation, operational resilience, and digital transformation, helping clients build secure and reliable network infrastructure.

Business Problem

The client faced challenges in managing a large, distributed fleet of industrial devices across multiple factories. Ensuring consistent device onboarding, secure connectivity, and uninterrupted data flow was complex. Operational inefficiencies and security risks slowed processes and increased oversight requirements.

Key Challenges



Inconsistent onboarding:

Onboarding thousands of devices manually across sites is time-consuming and error-prone.



Connectivity risks:

Maintaining secure, persistent VPN connections for globally distributed devices was complex.



Unstable data flow:

Frequent interruptions in data transmission affected real-time monitoring and analytics.



High operational overhead:

Manual device management and monitoring increases costs and resource usage.



Scalability constraints:

Existing systems struggle to support a growing device fleet and future workloads.

Business Solution

Incedo partnered with the client to design a cloud-native Networking-as-a-service (NaaS) platform that connects industrial devices across multiple factory locations. The solution streamlined device onboarding, management, and monitoring while ensuring secure, reliable, and scalable communication.

Key Solution Highlights



Cloud-Native SaaS Platform:

Built on AWS using EKS and ECS to provide scalable, automated, and multi-tenant architecture.



Resilient Architecture:

Leveraged Auto Scaling, Load Balancing, and multi-AZ deployment to ensure high availability and performance.



Device Management Portal:

Unified portal for registering, onboarding, and remotely monitoring industrial devices through the Tunnel Server.



Secure VPN Connectivity:

Implemented SoftEther VPN over SSTP/L2TP protocols for encrypted, persistent communication between devices and gateways.



Security & compliance:

Used AWS KMS, AWS Secrets Manager, and AWS WAF for encryption, secrets management, and policy enforcement.



AWS Services Used

- ▶ **Amazon EKS:** Orchestrates Kubernetes-based microservices for scalable, high-availability workloads.
- ▶ **Amazon ECS:** Manages containerized services for efficient deployment and operations.
- ▶ **AWS KMS & Secrets Manager:** Secures data encryption and manages credentials.
- ▶ **Amazon Route 53:** Enables intelligent DNS routing and high-availability endpoints.
- ▶ **AWS WAF & NACLs:** Enforces network security and access control.
- ▶ **Amazon CloudWatch & CloudTrail:** Centralizes monitoring, logging, and audit visibility.

Business Impact



Delivered secure, scalable NaaS platform on AWS with resilient operations.



Enabled real-time, persistent connectivity across global industrial sites.

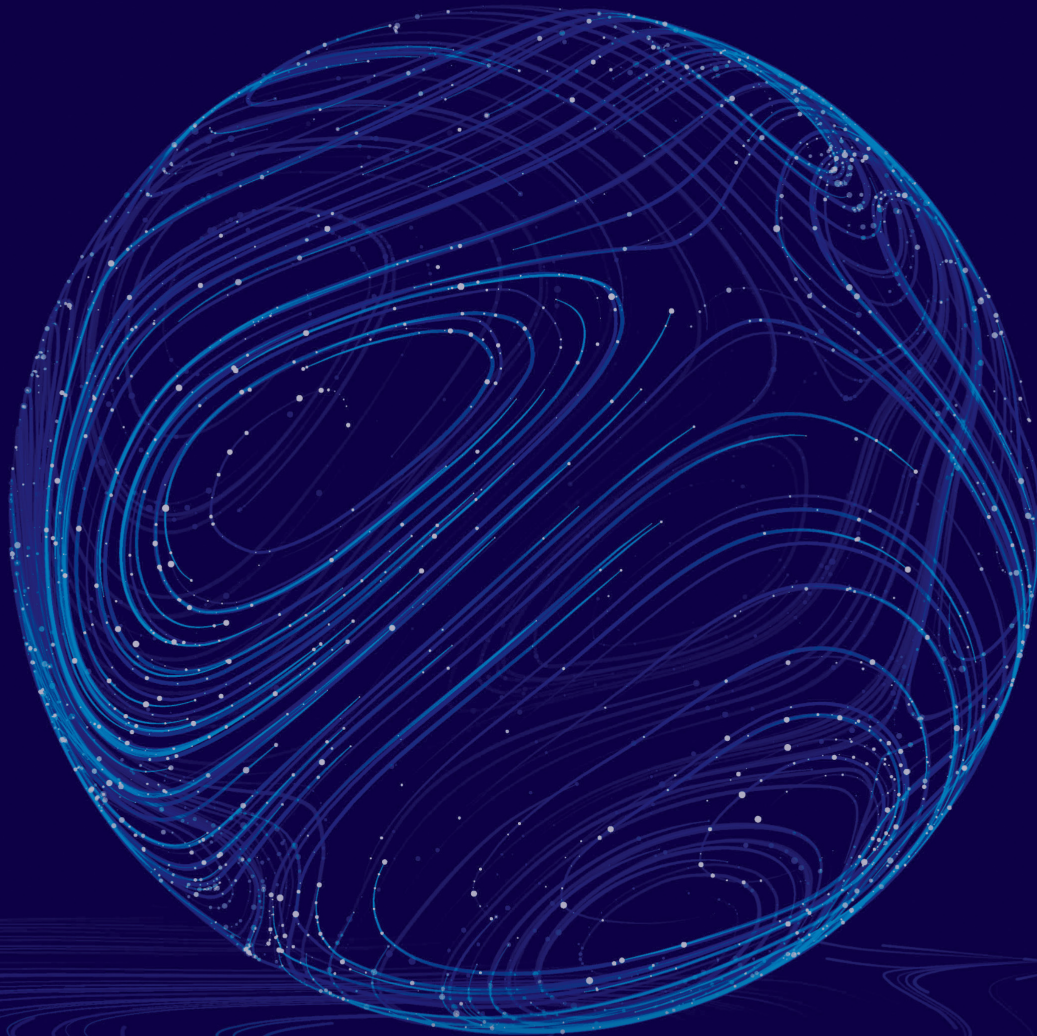


Reduced operational overhead by 50% via automated orchestration and management.



Accelerated time-to-market by streamlining deployments and scaling efficiently.

incedo



About Incedo

Incedo is a global AI and data transformation specialist empowering companies to realize sustainable business impact from their digital investments by delivering ROI from AI@Scale.

As a long-term partner for strategy to execution, we operate at the intersection of business and technology. Our integrated services and platforms are built on the foundation of AI & Data, digital engineering, and operations transformation, bringing deep domain expertise and full stack capabilities together.

With over 4,000 people in the US, Canada, Latin America and India and a large, diverse portfolio of Fortune 500 enterprises and fast-growing clients worldwide, we work across banking & payments, wealth management, telecom, hi-tech and life sciences.

9+

**Fortune 500
Customers**

10+

**Global
Locations**

4k+

**Employees
Globally**

Our Global Presence

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