

TMD Kenya connects six branches with a secure, centralized network



Client profile

Established in 1981, TMD Kenya is a well-established Isuzu motor dealership in Kenya, with six branches nationwide as well as an emergency mobile repair services. The business specializes in the sale of commercial and light vehicles, supported by after-sales service and spare parts, and offers a digital fleet management system for long-distance operators.

TMD Kenya's IT system was fragmented, unreliable and hard to manage, making it difficult to run operations effectively throughout the dealer network. As Ken Mwangi, ICT Manager at TMD Kenya says, "Each branch was effectively operating on its own," making it difficult to maintain a consistent view of the business. Working with NTT DATA, TMD Kenya built a secure, centralized network and moved their enterprise resource planning (ERP) system to a managed environment, giving every branch reliable access to sales, stock and reporting systems.



NTT DATA took the time to understand how our business operates and the cost pressures we face. They worked closely with us to design a solution that was practical, reliable and affordable. It's given us a strong foundation today, and we have a partner we can continue to work with as the business grows."

Ken Mwangi

ICT Manager, TMD Kenya

Business need

A reliable foundation for day-to-day operations

In Kenya, connectivity and infrastructure can vary significantly between regions. Although TMD Kenya had an ERP system in place, their wider IT environment was fragmented. Each of the six branches worked independently, with separate internet connections and inconsistent security protocols.

They also had different levels of access to key systems, which meant that important reports and data relating to sales and stock were not easily available to everyone. This made it difficult to coordinate the branches and maintain reliable operations across the business.

In addition, the system supporting these operations was running on infrastructure that was reaching end of life, with limited backup and recovery capabilities. Downtime and data loss have a direct impact on efficiency and customer service, both of which are key to the business. As Mwangi explains: “Any time our head office went down, users in our other branches were unable to access the system and continue working. This resulted in delays in critical \ business processes such as invoicing, order management and reporting.”

To improve consistency, reduce risk and better support its operations, TMD Kenya needed a more reliable, secure and manageable IT foundation — one that could support all branches equally and provide a stable platform for day-to-day activities.

Solution

Connecting branches through a single, managed network

In partnership with NTT DATA, TMD Kenya designed and implemented a more connected and reliable network and hosting environment to support the ERP platform and communications across all six branches.

At the heart of the solution was a managed Multiprotocol Label Switching (MPLS) network that allows all branches to access the ERP system on the same connection. The connection is secure and reliable, and the new system makes it easier to manage connectivity and improve how the business operates across locations.

To address performance and reliability challenges, the ERP system was moved from an onsite server to a virtual hosting environment in a data center. The environment is managed by NTT DATA. This gives TMD Kenya a stable platform for day-to-day operations and removes the risk that a disruption in one branch could affect the entire business. It's also easier to bring new branches online, as locations can connect to the same environment quickly and operate without the delays experienced previously.

Rather than each branch accessing the internet separately, all internet traffic is routed through a single, controlled access point in the data center, making it easier to monitor activity, apply consistent security protocols and improve overall control across the network. The business also benefits from the reliability of a professionally managed environment with stable power, cooling and physical security.

Security was strengthened through the deployment of a firewall within the data center, with TMD Kenya maintaining full control over their security policies. Backup and recovery capabilities were also put in place, with data replicated to a secondary NTT DATA data center. This means that systems can be restored quickly in the event of a failure, supporting business continuity.

TMD Kenya now has a stable environment that can continue to support the business as it evolves. The solution was delivered as a fully managed service, with NTT DATA providing ongoing support, monitoring and optimization.



We are now able to control what is happening across the board because we know what's happening at the branch level.”

Ken Mwangi
ICT Manager, TMD Kenya

Outcomes

Greater stability, visibility and control across the business

TMD Kenya now runs its operations more smoothly across all dealerships, with improved visibility and fewer disruptions.

Reliable access to systems across all branches

All six locations now access the same system in the same way, supporting real-time sales, stock management and reporting and making it easier for the business to operate consistently across all branches.

Reduced risk and improved business continuity

Moving to a managed environment, with backup in place, has reduced the risk of disruption. The business is better prepared to recover quickly in the event of an issue — minimizing impact on operations.

Stronger control and visibility across the network

With a single point of access and consistent security protocols, the business can see who is accessing the system and how it's being used across all branches in real time. This makes it easier to manage activity, reduce risk and avoid the inconsistencies that occurred when each branch operated independently.

More predictable and manageable costs

Shifting away from onsite infrastructure to a managed service model has made costs more predictable, helping the business plan more effectively and direct investment into core operations.

A foundation for future growth and change

With a stable and flexible environment in place, TMD Kenya is well positioned to add new locations, upgrade platforms or adopt new technologies as the business grows.

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As the business grew, it became clear that our existing setup wasn't giving us the consistency or control we needed. We had to find a better way to connect our branches and support the way we operate.”

Ken Mwangi

ICT Manager, TMD Kenya

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