

Resilient connectivity for smart manufacturing

How SMC modernized its network with Lumen to advance automation, cloud adoption, and operational agility

SMC Corporation of America

<https://www.smcusa.com>

- Global leader in industrial automation, delivering scalable solutions for manufacturing efficiency
- Focused on enabling smart factories, IoT-driven workflows, and cloud-based systems to deliver operational efficiency and customer-centric innovation
- North American footprint spanning multiple production sites and branch locations

Challenges

- Legacy MPLS circuits and fragmented voice systems couldn't keep pace with cloud adoption and smart-factory initiatives
- Downtime risk threatened production continuity and customer delivery, with outages costing thousands per hour
- Rising cybersecurity threats and growing data volumes demanded stronger security and scalable connectivity

Solutions

- [Lumen® Dedicated Internet Access \(DIA\)](#) provides high-speed, secure internet
- [Lumen® Network-as-a-Service \(NaaS\)](#) provides low latency, on-demand bandwidth
- [Lumen Voice Complete®](#) for simplified, cloud-enabled voice infrastructure

Results

- Improved uptime and network stability during peak production hours
- Enhanced voice quality and call reliability through cloud peering
- Streamlined troubleshooting and centralized support, freeing IT resources for strategic modernization
- Positioned for future growth with a resilient, scalable foundation supporting IoT, AI, and robotics



40%

Reduction in circuit-related incidents across North America

35%

Improvement in voice quality and call stability

50%

Decrease in troubleshooting time thanks to centralized support

Challenge

Modernizing a legacy network for the era of smart factories

SMC's mission is to deliver automation solutions with precision and reliability—but their network infrastructure was under strain. Legacy MPLS circuits were costly and inflexible, limiting bandwidth scalability and slowing response times for cloud-based applications. Fragmented voice systems added complexity, requiring site-by-site configuration and creating support overhead. Every second of latency impacted production, logistics, and customer delivery, with outages costing thousands of dollars per hour.

As cybersecurity threats intensified and data volumes surged, the stakes grew higher. SMC needed to maintain uptime across a distributed footprint while preparing for cloud adoption and emerging technologies like IoT and AI. With over one million square feet of production space and multiple branch locations, the company needed a network that could support real-time data, scale bandwidth on demand, and maintain continuity across every site—all while strengthening security and reducing operational risk.

"Downtime costs thousands per hour," said Monica Fyfe, IT Manager for Infrastructure & Development. "Our challenge was modernizing without disrupting production."

Solution

A Unified Network Foundation for Resilience and Agility

SMC partnered with Lumen to deploy a secure, scalable network designed for modernization. Dedicated Internet Access replaced MPLS circuits, delivering stable, high-capacity connectivity and significantly reducing congestion during peak manufacturing hours. Lumen Network-as-a-Service introduced flexibility, allowing bandwidth to scale instantly based on operational demand—a critical advantage for production environments that can't afford delays.

Cloud peering optimized Zoom Phone performance, reducing latency and improving voice quality across distributed teams. EBAS failover helped ensure uptime during circuit issues, strengthening business continuity and minimizing risk. Voice Complete simplified voice infrastructure, removing hardware dependencies and aligning with SMC's shift toward cloud collaboration tools.

"Lumen's ability to adapt quickly has been critical for us," Fyfe noted. "Their flexibility reduced risk and allowed us to complete time-sensitive projects without impacting daily operations."

Solution Set

- [Lumen® Dedicated Internet Access \(DIA\)](#)
- [Lumen® Network-as-a-Service \(NaaS\)](#)
- [Lumen Voice Complete®](#)

"Reliability isn't just about uptime—it's about enabling innovation without compromise."

– **Monica Fyfe**
IT Manager, SMC Corporation

Results and Future Plans

Driving Operational Resilience and Future Innovation

With Lumen's support, SMC now operates on a resilient, scalable foundation that empowers smart-factory initiatives and future-ready innovation. The transformation delivered measurable outcomes across operations. Circuit-related incidents dropped by more than 40%, reducing operational disruptions during peak production hours. Cloud peering improved call stability by 35%, minimizing dropped calls and troubleshooting tickets. Centralized support reduced troubleshooting time by 50%, freeing IT resources for strategic modernization projects.

SMC's \$130 million investment in IT infrastructure reflects its commitment to innovation and sustainability. With Lumen as a strategic partner, the company is positioned to accelerate its roadmap for IoT, AI, and robotics—building an environment where emerging technologies can be deployed rapidly and reliably. Every infrastructure decision now supports their ultimate goal: delivering automation solutions consistently, securely, and at the pace their customers expect.