

expereo  
faster to the future

# Expereo Customer Storybook

Great stories about great partnerships



## Partnering for success: Real client stories of collaboration, innovation, and impact.

Welcome to this collection of success stories celebrating the partnerships that drive our business forward. Within these pages, you'll discover how close collaboration with our clients has enabled us to support their ambitions, overcome complex challenges, and streamline critical processes.

These stories highlight the trust we build, the solutions we deliver, and the real impact of working together to achieve lasting success.

[www.expereo.com](http://www.expereo.com)





Ben Elms  
CEO at Expereo

At Expereo, customer trust is earned in moments that matter most. A new site is connected quickly and efficiently, predictable application performance keeps global teams productive, network architecture is scaled to support transformation efforts. And the business moves faster and with confidence.

I'm proud to say that we live by these words by working closely with our customers to understand their unique operational and technological challenges, ensuring that every solution is tailored to their strategic priorities. And we understand what's at stake. Reliable, high-quality connectivity with experienced, knowledgeable customer service is the difference between smooth operations, fast responses, and millions lost in unplanned downtime.

Expereo is the managed service provider for 60% of Fortune 500 companies, providing that all-important world-class customer service needed to keep global enterprises connected, operational, and productive in 190+ countries.

**At the end of the day, we're with you every step of the way.**

## Keeping the world's most demanding networks up and running:



Rapid growth left Kingspan Light & Air with a fragmented global network, multiple vendors, and poor visibility, making issue diagnosis and network management difficult.

**PG6-7**



Carlsberg struggled with fragmented global connectivity and needed a secure, consistent network to support digital transformation.

**PG10-11**



LP Building Solutions faced slow, unreliable internet at 16 North American facilities, disrupting efficiency and collaboration, and needed robust, diverse network protection for operations.

**PG14-15**



Moving from MPLS to Internet, Socomec sought a partner for fully managed service and site-level network visibility.

**PG20-21**





**We support enterprises across  
190+ countries with consistent  
connectivity, local expertise,  
and one accountable partner.**

**Enhanced Expereo locations:**

Australia, Brazil, Canada, France, Germany, Hong Kong SAR, Indonesia, Ireland, Italy, Japan, Malaysia, Mexico, Netherlands, Poland, Singapore, South Africa, Spain, Switzerland, Thailand, United Kingdom & United States



Customer Story - Kingspan

Expereo cuts network complexity & boosts resilience for Kingspan Light & Air across 120 global sites

The Challenge:

Kingspan Light & Air had grown rapidly through acquisition, leaving it with a fragmented network of multiple contracts, vendors and compliance requirements across 100 locations in 22 countries.



These multiple contracts and vendors created complexity, with local changes often going unreported and leading to missed renewals, undocumented modifications and poor visibility into network health.

This made diagnosing issues and distinguishing application problems from infrastructure failures extremely difficult.



The Solution:

Kingspan Light & Air partnered with Expereo to deliver a –

fully managed global connectivity solution

Expereo was chosen for its ability to design, implement, transition and support a single, standardized network under one agreement. The solution combines broadband, Dedicated Internet Access (DIA) and Low Earth Orbit (LEO) satellite services to ensure

**robust business continuity**

which is essential for production sites that make up a third of Kingspan Light & Air’s global footprint.

Why work with Expereo:

At the heart of the solution is expereoOne, Expereo’s NaaS platform, which gives Kingspan Light & Air

**a single view of its entire network.**



The platform enables the IT team to monitor performance, track delivery dates, manage trouble tickets and deactivate services digitally. It also simplifies ordering and invoicing, making it easy to view quotes, place orders and maintain full transparency across all sites.



Customer Story - Expereo thoughts

# How Expereo delivers frictionless global network management at scale

When I speak directly with CIOs I hear the same thing again and again.

## Slow, manual processes

in network management, combined with more providers and platforms than they can keep track of, mean they have a fragmented view that's more effort than it's worth. It's a visibility and control problem with connectivity everywhere, with hybrid networks, multiple clouds, and multiple providers, but visibility nowhere.



At Expereo, our goal is to make global connectivity as simple, immediate and transparent as cloud computing is for our customers. **Through agentic AI, emerging technologies and expereoOne**, we remove the operational burden of network management to create a frictionless, digital experience across the customer lifecycle.



It starts in **expereoOne**, which gives every customer a single global view of every connectivity service deployed, how it's performing, and what it's costing them. Customers can expect **speed, proactive services, a truly strategic approach** to making their global networks faster, simpler and way more cost-effective.



Julian Skeels  
CDO at Expereo



**That is the shift we are driving at Expereo: from fragmented, manual network operations to a deterministic, software-led global connectivity platform that simply works at scale. When every service, cost, and real-time performance metric can be seen in one place, network management becomes predictable, scalable, proactive and measurable.**




Customer Story - Carlsberg

Carlsberg group selects Expereo to deliver internet connectivity in 40 countries

**The Challenge:**

Carlsberg Group, one of the world’s leading brewery companies with operations in over 40 countries and more than 160 sites, faced growing complexity in managing its global connectivity.



40 countries

160 sites

With multiple regional service providers and fragmented technical solutions, network visibility and performance consistency had become significant obstacles.

As Carlsberg accelerated its digital transformation initiatives, it required a secure, predictable global network foundation capable of supporting its new SASE rollout and enabling real-time collaboration across markets and teams.

**The Solution:**

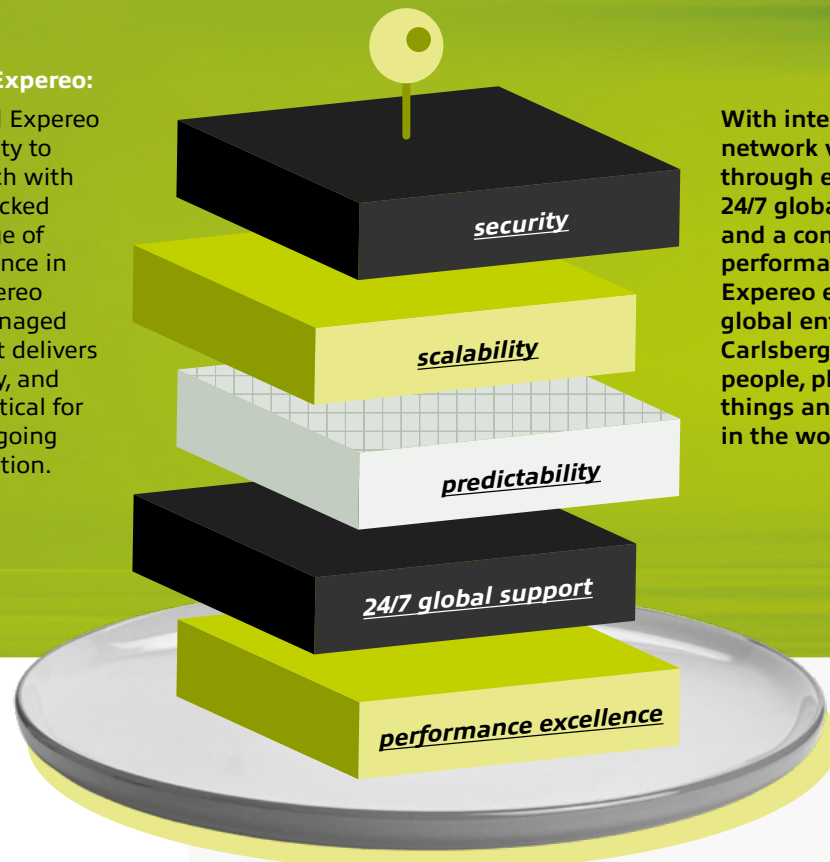
Expereo partnered with Carlsberg to implement and manage a new Global Internet underlay network, consolidating multiple regional networks into a single solution. By leveraging Expereo’s managed internet services and the expereoOne platform, Carlsberg gained real-time visibility into network performance. Expereo’s five global support centers and local experts ensured hyper-local execution across all sites. This fully-managed service allowed Carlsberg’s internal IT team to focus on higher-value initiatives rather than day-to-day connectivity management.



consolidate into  
a single integrated  
solution

**Why work with Expereo:**

Carlsberg selected Expereo for its proven ability to deliver global reach with local expertise, backed by deep knowledge of internet performance in every market. Expereo offers a single managed service model that delivers security, scalability, and predictability—critical for enterprises undergoing digital transformation.



security

scalability

predictability

24/7 global support

performance excellence

With intelligent network visibility through expereoOne, 24/7 global support, and a commitment to performance excellence, Expereo empowers global enterprises like Carlsberg to connect people, places, and things anywhere in the world.



Customer Story - Expereo thoughts

## Turning provider sprawl into predictable global rollouts

Global connectivity depends on smooth delivery. For global enterprises, the real risk is not which connectivity solutions you choose, but the delays, blind spots, regions, regulations and a lack of accountability from providers impacting timelines.



We help customers launch sites faster, scale with confidence, and adapt their network needs as their business priorities change. From busy urban locations to remote and geographically difficult sites, customers only see...

## one plan, one timeline, and one accountable partner.

We remove that risk by reducing the number of moving parts you need to deal with. When you work with Expereo, you have one MSA, and only speak to Expereo during delivery. ***But that doesn't reduce your access.***



***We're dedicated to providing faster rollouts, predictable performance and global connectivity that works at the speed your business demands.***

John Simpson  
SVP of Supplier  
Management



## Customer Story - LP Building Solutions

## LP Building Solutions transforms remote operations with managed LEO connectivity from Expereo

### The Challenge:

For this project, LP Building Solutions needed assistance with several of its facilities (four in Canada and 12 across the U.S.) that faced a critical internet infrastructure challenge. The remote locations of these 16 facilities severely limited their connectivity options.

Many operated with speeds of

# 10-20

megabytes per second or less, with internet outages occurring about once a month.

Outages impacted efficiency, and the connectivity speeds they were getting impacted the performance of even basic business collaboration tools like Zoom and Teams, making them “difficult to use”.

There was also a need to ensure robust network diversity to protect manufacturing operations in the event of any connectivity outages and mistakes, such as cable cuts.

### The Solution:

A year into their partnership, LP Building Solutions began working with Expereo to tackle its connectivity issues. Known globally as a company that can solve any type of connectivity challenge, Expereo had just the solution: Expereo’s managed Low Earth Orbit (LEO) satellite connectivity. The solution is perfect to overcome rural connectivity challenges and enable reliable, high-speed connectivity.

**Low Earth Orbit (LEO) satellite connectivity**

### Why work with Expereo:

If you are looking for a high-speed, resilient solution to ensure your business keeps operating no matter where it’s located, then we have the answer. Expereo’s managed LEO solution delivers enterprise-grade, resilient connectivity that **ensures continuous operations anywhere in the world.**

Our fully-managed LEO satellite solution provides seamless failover, rapid deployment and the reliability that manufacturing operations demand.

**Green Bay, Wisconsin**

**Buenos Aires, Argentina**

**Peace Valley, British Columbia**



Customer Story - Expereo thoughts

Keeping global businesses online, everywhere, all the time

We know the loss of connectivity brings downtime, and downtime costs money. You need fast resolution, simple case management, and effective communication when something goes wrong.

For Expereo customers, expereoOne is the single-pane-of-glass, real-time view of which sites are down and is your gateway to fast, reliable support with digital case management processes.

real-time view  
of which sites  
are down

However, our priority is to ensure your business continuity at all times and all locations, that's why we take preventative measures with:



Proactive monitoring:

Our automated fault management systems continuously scan your network for issues. Tickets are automatically created and you receive push notifications in expereoOne. No matter where your sites are or your time zone, your network is monitored and managed 24/7.



AI-enabled case handling:

With AI technology embedded in our global support systems, you not only receive a global service, you also get fast, clear responses when you need them for world-class customer service.



Global expert teams:

Our AI-powered systems speed up resolution, while our human experts bring context, judgment, and tailored solutions.

● Article by:

Matt Jones  
Director of Operations  
at Expereo



3mins

Every 3 minutes our AI scans your network, detecting any issues and automatically generating tickets.

10000

Monthly email responses are automated, so our experts can spend more time on your high-value needs.

85%

customer response rate within 2 minutes

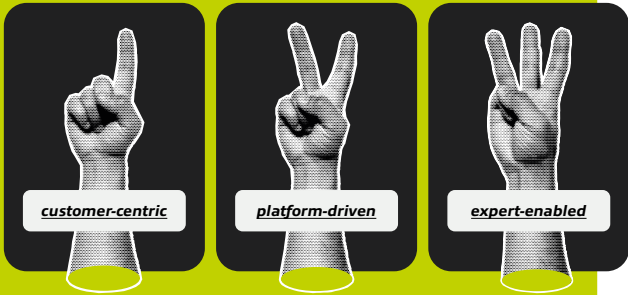


Customer Story - Expereo thoughts

Working with a partner who cares about customers

When we describe the Expereo experience we talk about three key defining elements: customer-centric, platform-driven, and expert-enabled. These elements guide our approach, but more importantly they resonate with our customers when we talk to them about their ideal experience outcomes.

At Expereo we believe in the correlation between the employee experience (EX) and the customer experience (CX). Our investments and focus on both sides of this equation build the foundation for great service.



Customer validation and feedback form part of the core decision-making processes in the company.

**90%** of Expereo employees agree that great customer service is important to business performance and...

**86%** of our customers agree that Expereo cares about its customers.

Expereo is committed to delivering a world-class experience and we're focused on ensuring our customers are at the heart of our company culture.



Amory Somers Vine  
Director of Customer Experience at Expereo



**And the impact is felt where it matters most. Customers experience faster resolutions, clearer accountability, and greater confidence in their networks. When customer focus, digital platforms, and human expertise work as one, experience stops being a promise and becomes a measurable advantage.**

## Customer Story - Socomec

## Socomec partners with Expereo for seamless network transformation

**The Challenge:**

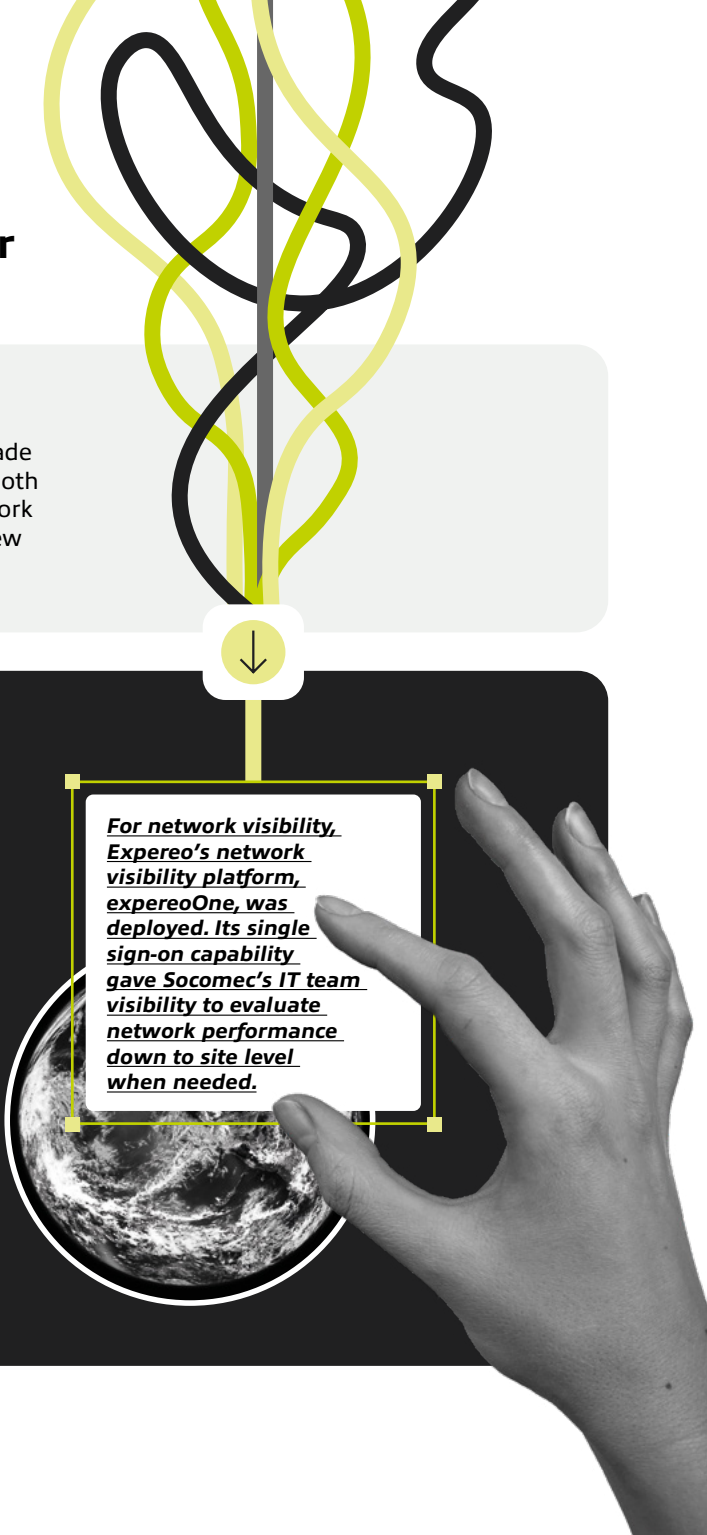
The decision to move from MPLS to Internet connectivity made Socomec seek the expertise of a partner that could provide both a fully managed Internet connectivity solution and the network infrastructure visibility which would give Socomec a clear view of its locations and network performance down to site level.

**The Solution:**

As a manufacturer, Socomec required a redundant diverse solution to ensure factories were connected and operational. Expereo reviewed Socomec's needs on a site-by-site basis and, based on this review, designed a tailored Internet-based networking solution, enabling a balance of price and quality of service for each location.

In the past, with connectivity to and from China, Socomec experienced performance issues in speed of service and connection stability, causing frustration and efficiency problems at some factory locations. To resolve this, Expereo proposed a dual back-up DIA connection, a fully redundant Internet-based networking solution connecting Socomec's data center in Europe.

Expereo streamlined the vendor management portfolio for Socomec by utilizing data center colocation services partners in Singapore and China. This simplified Socomec's previously complex network of partners, enabling seamless global operations management.



***For network visibility, Expereo's network visibility platform, expereoOne, was deployed. Its single sign-on capability gave Socomec's IT team visibility to evaluate network performance down to site level when needed.***

**Why work with Expereo:**

We create tailored, high performance solutions designed for

## agility, security and seamless operations.

We make sure your business stays connected anywhere in the world. All with our fully-managed Internet solutions, dual-path redundancy, and real-time network visibility via **expereoOne**.

**vendor management**

**dual back-up DIA connection**

**seamless global operations**




Customer Story - Expereo thoughts

Faster to the future

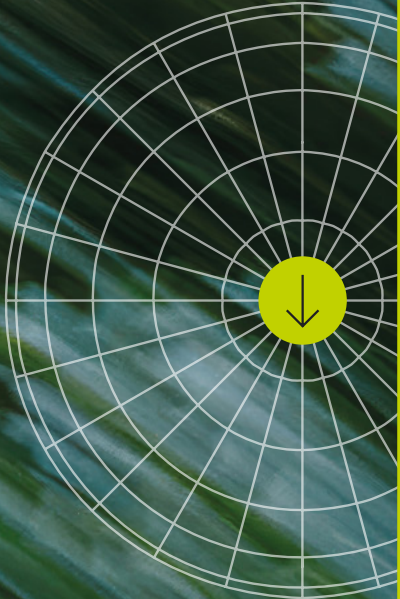
For Expereo, Faster to the Future reflects our core belief that enterprise connectivity should accelerate progress and productivity, not slow it down.

Business priorities shift fast, but it's our job to act as a visionary, trusted advisor to our customers, helping them deploy the right connectivity strategy so they can stay ahead of what's coming next.



That's why agility is such a symbolic part of our brand. We design everything around agility, removing friction and complexity so networks can adapt quickly to changing business needs. We deliver easy global access, connecting people, places, and technologies wherever opportunity demands.

All through the lens of visibility and control. Not only through our transparent and clear processes, but through our platform-enabled approach via expereoOne. With a fully-digital experience enabling full visibility of your network health across every site and service, you always know what is running, how it is performing, and what it is costing.



Noel Hamill  
CMO at Expereo

***I'm proud to say our brand comes to life through our service. Strategic vision. Clear accountability. Relentless execution. Confidence at every stage. Because the future won't wait, and neither should your network.***



# Connect at the speed of life.

To learn more about how Expereo can support your global enterprise, please visit our website, [www.expereo.com](http://www.expereo.com)

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