

CUSTOMER CASE STUDY

BDR Thermea Group simplifies global connectivity with one integrated network model

One partner, one platform — connectivity, networking, security and voice for 70+ locations worldwide.

BDR THERMEA GROUP

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Table of contents

01	Summary	03
02	BDR Thermea in general	04
03	The challenges	05
04	The solution	06
05	So, what's the result?	07
06	Ready to take the next step?	08

01 Summary

Operating across approximately 70 locations worldwide, BDR Thermea Group was facing increasing complexity within its global network environment. A fragmented landscape of multiple providers, contracts and technologies limited visibility, created operational inefficiencies and made it difficult to support seamless collaboration across regions. To address these challenges, BDR Thermea made a strategic decision to transition toward a more unified and simplified global connectivity model.

To enable this transformation, BDR Thermea selected Momentum EMEA to deliver a fully integrated global network model that combines connectivity, networking, security and voice into one managed environment. This model provides reliable, high-performance connectivity anywhere in the world, while enabling centralized management and consistent service delivery across all locations.

KEY TAKEAWAY

A fully integrated global network model, combining reliable worldwide connectivity with centralized visibility and control, enables organizations to overcome fragmentation, simplify operations and scale with confidence.

At the core of the solution is Momentum EMEA's Global Control Portal, which provides real-time, end-to-end visibility and control over the entire global network. This centralized platform enables BDR Thermea to monitor performance, manage services and gain actionable insights across all sites — transforming network management from fragmented and reactive to proactive and data-driven.

By adopting this global network model, BDR Thermea significantly simplifies its operating environment while creating a scalable, future-ready foundation that supports both current operations and long-term international growth.

02 BDR Thermea in general

BDR Thermea Group is an internationally active manufacturer of smart indoor climate solutions with a strong reputation in heating, cooling and hot-water systems that support energy efficiency and sustainable growth. Headquartered in the Netherlands, the company operates globally with a broad portfolio of well-known brands and a strong focus on innovation in low-carbon technologies.

Its global footprint spans Europe, North America and Asia, supported by manufacturing, R&D and distribution capabilities.

KEY TAKEAWAY

BDR Thermea's global scale and rapid innovation in sustainable climate solutions require a highly reliable and scalable network to support its international operations.

7,000+

EMPLOYEES

15+

LEADING BRANDS

70+

LOCATIONS WORLDWIDE

100+

COUNTRIES SERVED

03 The challenges

A fragmented global network environment

Operating across approximately 70 locations worldwide, BDR Thermea faced increasing complexity due to a fragmented network landscape with multiple providers, contracts and technologies. This limited visibility, reduced control and made it difficult to support consistent global operations and future growth. Five key challenges stood out.

- 1** Reliance on multiple vendors led to a highly complex operating environment that was difficult to manage and scale.
- 2** Limited end-to-end visibility across the global network made it challenging to monitor performance and proactively address issues.
- 3** Inconsistent service levels across regions resulted in varying user experiences and operational inefficiencies.
- 4** The administrative burden of managing multiple contracts, SLAs and invoices increased internal workload and reduced efficiency.
- 5** The existing network setup lacked the flexibility required to support future growth and evolving digital demands.

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By consolidating services under one partner and one global platform, we are creating a more efficient and future-ready foundation for our network and communications infrastructure.

John Mastwijk

CIO, BDR THERMEA
GROUP

KEY TAKEAWAY

A fragmented global network environment creates complexity, limits visibility and slows down growth — making simplification and centralization essential for operational efficiency and scalability.

04 The solution

To address these challenges, BDR Thermea selected Momentum EMEA as its global network services partner to deliver a fully integrated and managed connectivity platform. The solution combines underlay connectivity, overlay networking, network security and global voice services into one cohesive architecture, delivered through a single operational model.

Crucially, this model is built around simplicity and control. BDR Thermea now benefits from one point of contact, one contract, one SLA and one invoice — eliminating the complexity of managing multiple vendors and agreements across different regions.

A key differentiator is Momentum EMEA's Global Control Portal, which provides real-time, end-to-end visibility of the entire global network. Through this centralized platform, the organization can monitor performance, manage services and gain actionable insights across all locations worldwide — enabling faster decision-making, proactive management and consistent service delivery across regions.

In addition, Momentum EMEA operates as a fully carrier-neutral provider, leveraging a global ecosystem of more than 1,400 partners and 2,200 data centers. This ensures BDR Thermea benefits from the best available connectivity options in each region, without being tied to a single network provider.

KEY TAKEAWAY

An integrated, carrier-neutral network combined with a powerful centralized control portal transforms network management by delivering simplicity, visibility and global consistency.

05 So, what's the result?

The implementation of the new global network model delivers significant operational and business benefits for BDR Thermea. By consolidating services and vendors into one managed platform, the company has reduced administrative overhead and simplified day-to-day operations.

The standardized architecture improves network performance, strengthens security and ensures a consistent user experience across all global locations. At the same time, the centralized Global Control Portal provides full visibility and control, allowing BDR Thermea to manage its infrastructure more proactively and efficiently.

The new model also drives cost efficiencies through vendor consolidation, standardized services and centralized management. More importantly, it creates a scalable and future-ready foundation that supports the company's ongoing digital transformation and international expansion.

The global rollout, covering approximately 70 locations, is being completed within a nine-month timeframe and delivers a fully managed, secure and flexible platform that supports both current business needs and future growth ambitions.



By consolidating services under one partner and one global platform, we are creating a more efficient and future-ready foundation for our network and communications infrastructure.

John Mastwijk

CIO, BDR THERMEA GROUP



CONTACT US

Ready to take the next step?

Momentum is a leading managed services provider that empowers international organizations to communicate and operate securely, reliably and flexibly in today's digital landscape. As the European arm of Momentum, a global provider of advanced connectivity, communication and security solutions, Momentum EMEA combines deep regional expertise with 24/7 service for over 250 global clients.

We deliver smart, integrated solutions for connectivity, communication, network security and related professional services. Clients benefit from one point of contact, one contract, one SLA and one invoice — regardless of the underlying providers.

Operating fully carrier-neutral, we partner with over 1,400 providers and 2,200 data centers in more than 190 countries and 8,500 cities worldwide. With our own Network Operating Center, a unique Global Voice Platform and an advanced Global Control Portal, clients have full visibility and control over their digital infrastructure.

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