

Success story - CityFibre based Ethernet



ITEC



Snapshot

Leading technology managed services provider ITEC collaborated with CityFibre partner Triangle to help Exeter-based food importer, Dalter UK, make poor connectivity a thing of the past.

The requirement

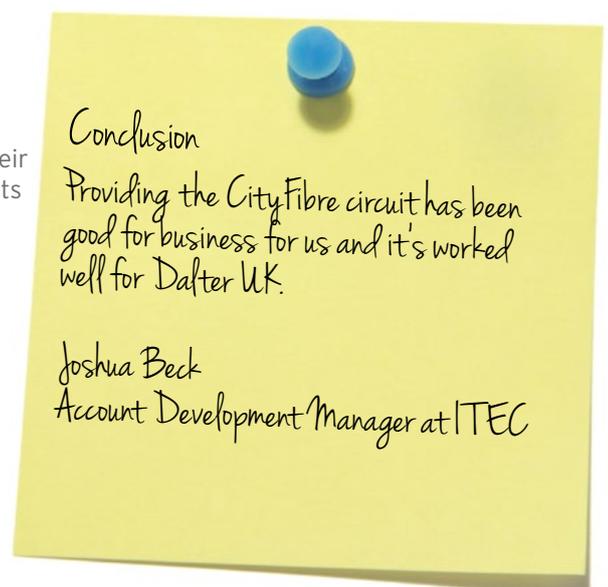
Rapid growth for food importer Dalter UK since 2011 meant the limited bandwidth and regular connectivity dropouts from its copper based ADSL lines were hampering the business. With no Fibre to the Cabinet available in their location, the only option open to them was a leased line - which they'd held off on as they felt it would be too costly for a business of their size.

The solution

CityFibre installed a 500mbps leased line to Dalter in October 2018 with ITEC managing the configuration of the routers to complete the connection. The cost effective and reliable full fibre connection from CityFibre enabled ITEC to develop their relationship with Dalter who subsequently approached them to manage their IT support as well as their connectivity and print. has found to be a highly competitive option for its customers.

The benefits

- A robust service level agreement (SLA) from CityFibre gives Dalter UK confidence in their full fibre connection.
- Clear communication from CityFibre meant ITEC could keep the customer fully informed of the progress of their connection.
- CityFibre's end to end control of provisioning enabled ITEC to offer a full fibre solution with massive bandwidth capacity which was connected quickly and efficiently and at an affordable price.





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In-depth

A profitable and productive partnership

ITEC collaborated with CityFibre partner Triangle to help Exeter-based food importer, Dalter UK, make poor connectivity a thing of the past.

Opportunity

ITEC is a leading technology managed services provider. It works with thousands of businesses, schools and organisations across the UK to build solutions that support business growth, employee happiness, and customer satisfaction. It has nine locations around the UK, predominantly in the south-west, with its headquarters in Bristol.

When they were contacted by connectivity partner Triangle Networks about the new CityFibre circuits that were going into Exeter, Joshua Beck, Account Development Manager at ITEC, sensed an opportunity and started to look at customers who might be able to benefit.

Scenario

One of these companies was Dalter UK. The firm is part of Dalter Group, one of Europe's leading producers of Parmigiano Reggiano, and from its offices in Exeter, supplies household name restaurant chains and major retailers with quality Italian cheese, meats and sauces.

Dalter UK was set up in 2011 and grew quickly - reaching 10 employees and a turnover of £18 million by 2017. From the outset, the company's IT systems had been run on servers located in the Italian company's offices - making good communication very important. And while the business was still relatively small, a simple broadband connection was sufficient. Steady growth led to a relocation to larger premises in 2017 though and despite the addition of a second ADSL line in the new premises, as activity increased, the relatively low bandwidth available began to slow things down, as Joshua explains:

"On the business park where Dalter UK are located, there was no fibre to the cabinet (FTTC), so they were running on ADSL copper and the only alternative was a leased line. For a business of Dalter's size, we thought this was just overkill."

For this reason, Dalter UK had held back from installing a faster line. Like many businesses in this position, they had simply learned to live with a slow and sub-standard connection. In this scenario it's often hard for businesses to imagine just how much of a difference a connectivity upgrade can make in terms of business efficiencies, flexibility and productivity, but Joshua assured them that the CityFibre connection would bring a dramatic change - due to both higher speeds and vastly improved reliability.

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Straightforward installation

The CityFibre network in Exeter is purpose built and completely independent from other networks. This meant there were some necessary groundworks to do before the line itself could be installed. CityFibre worked as quickly and efficiently as possible though and the connection to Dalter UK was installed in October 2018. Once in place, ITEC stepped in to configure the routers and complete the connection. "It was a much better experience than the one they are used to having with other installation providers." said Joshua.

"CityFibre make things happen. They've got their own Wayleaves department, and they take care of all that. It's much easier and the lead time, even where there is extra construction work involved, seems to be a lot shorter with them."

A solid platform for business growth

The extra bandwidth was badly needed by Dalter UK. Not only because the company was running everything - even productivity apps - remotely on the Italian parent company's servers, but also because the security payload on the connection is quite significant. This made reconnecting after a connectivity dropped time consuming - something that tended to happen three or four times every day with the old ADSL connections. It also eats up additional bandwidth.

In addition, Dalter UK has the reassurance of a service level agreement (SLA) that specifies a five hour fix, so as Joshua says, "they have the same service, SLA and fix times as a leased line, but for a fraction of the cost they'd have to pay for the same speed."

For its CityFibre 500Mbps connection, Dalter UK is paying about the same price it would have expected to pay for a 100Mbps leased line circuit from other carriers, so it is great value for the performance.

The customer is very happy with what it's received. Luc Logan, Business Unit Manager at Dalter UK, said: "The biggest difference is that we have a stable connection now. Before, especially with the low upload speed of 1Mbps, our VPN connection would keep dropping out and that would happen quite regularly, perhaps three or four times a day. It was frustrating, because we'd have to close down and start-up again.

"Now we are working ten hours a day and it's a solid connection. We are not using all the capacity but that's not a problem because it's affordable and we are a growing business - and we know that we can increase the speed if we need to." While Dalter UK has a 500Mbps connection, the CityFibre infrastructure in Exeter can support speeds of up to 1Gbps, should Dalter UK ever require that kind of capacity.

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Luc has been pleased with the service and has described the support Dalter UK has received from ITEC and CityFibre as "very good". "They kept us informed, even on things that were out of their control. You just want to know what is happening don't you? And Josh was always available and always got straight back to me. The CityFibre guys arrived when he said they would be there and we honestly have no complaints - they were fantastic really, we got a really good service."

Since Dalter UK went live with the CityFibre connection there have not been any issues with the connection - no downtime, loss of service or problems with speed or reliability.

For ITEC, the experience has been painless and productive, said Joshua. "Providing the CityFibre circuit has been good business for us and it's worked well for Dalter UK. It's also led to them coming to us for their IT support, so it's a growing relationship. We manage their connectivity and print, so it makes sense for us to manage their IT as well."

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