

Success story - EFM



Resolveit



Snapshot

Resolveit is a Unified Communications company providing everything from telecommunications through to IT Support, with specialist teams able to cater for many industries from defence, healthcare and large student accommodation solutions through to simple single user services.

The requirement

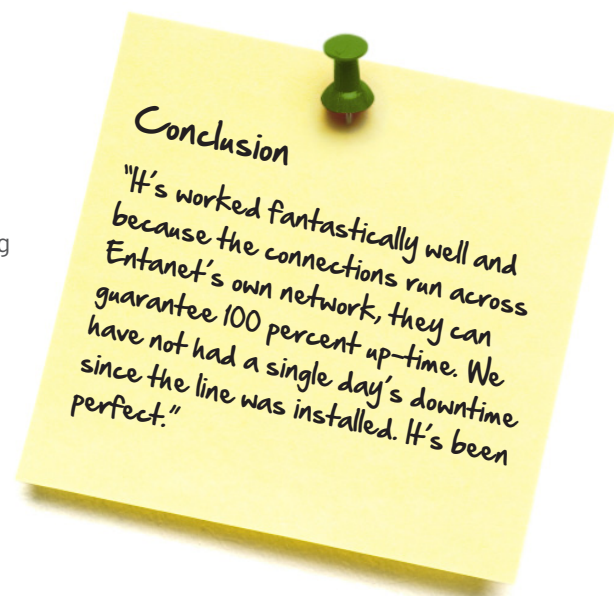
Resolveit's customer M-Viron needed to increase the speed of its Internet connection and ensure it was always available to accommodate further growth. They planned to install a leased line solution at the HQ site but its retail outlet was in a difficult location making leased line connectivity unsuitable.

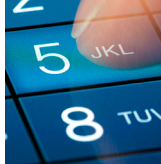
The solution

In addition to the leased line connection, Entanet partner Resolveit installed an EFM solution, providing the customer with a dedicated, always available connection with increased speeds. It was installed quickly and at minimum cost.

The benefits

- ▶ The EFM solution provides M-Viron with a stable, always available and guaranteed Internet connection with increased speeds.
- ▶ The service was installed quickly and efficiently without the excessive installation costs that would have been incurred with a leased line.
- ▶ The EFM solution easily supports their existing VoIP solution, providing better call quality, reduced jitter and reduced packet loss.





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In-depth

The ideal alternative to broadband

Ethernet First Mile (EFM) solutions can provide an excellent and affordable alternative to conventional broadband when un-contended bandwidth is required - for mobile contracts specialist M-Viron it provided the ideal solution to the problems it was experiencing with inconsistent service. By making use of Entanet's market-leading EFM offering, Resolveit was able to offer an ideal solution to the company's needs.

M-Viron is a specialist in providing Orange mobile phone contracts for businesses and consumers. It provides friendly, helpful advice on the best options for customers, helps them to understand the options and how to navigate their way through the signup and billing processes.

As the business started to grow, M-Viron needed to increase the speed of its Internet connection and ensure it would always be available. On the advice of Entanet partner, Resolveit, the company decided to install a leased line solution for its main office. But due to its particular location, this was not an option for the company's retail outlet in the town. Instead, Resolveit and Entanet recommended an Ethernet First Mile (EFM) solution. This has proved to be practical, reliable and affordable for M-Viron and has given the company both the extra bandwidth and the 100 percent availability it desired.

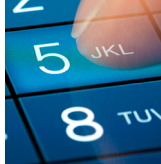
M-Viron has a number of branches located across the Midlands but runs its main B2B operations from an office in the town centre of Stone, Staffordshire. Around 15 customer account staff work in the main office and M-Viron also has a small retail outlet in the town. Having good connectivity to the worldwide web is important for all organisations today and M-Viron is no exception. It needed to give staff good, reliable access to the web and email, especially in its main office and, as you'd expect, the retail outlet also needed to be able to use EPOS systems and take customer payments. In both offices, employees also need to go online frequently, to check the latest offers and tariffs available, and use email to communicate with suppliers and customers.

The challenge

M-Viron is a growing business and it had been using standard broadband lines for both its main office and the retail outlet. It was already using VoIP in both locations and running VPNs to provide the retail outlet with secure connectivity to centralised systems. But the business had out-grown its broadband connections and turned to its trusted IT and communications services supplier, Resolveit, for advice. Ben Wragg, Technical Manager at Resolveit, takes up the story.

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"They were not able to cope with the broadband they had anymore. It was stable but there was too much contention and they were getting a lot of jitter and packet-loss. We were running VoIP and using a VPN to connect the smaller office into the main location - all over standard broadband. It was all good when it worked but, obviously, it wasn't good when it didn't work."

Resolveit looked at the options and consulted its communication services provider partner, Entanet. "They could not have been more helpful" says Ben, "I was put in touch with one of their experts and we talked about what might work. I knew that a leased line would be a good option for the main HQ but the cost of putting the same kind of connection into the retail outlet would be very high, due to its specific location."

Installing a leased line connection - which means installing a dedicated fibre connection - for the main office would be straight-forward enough. It is situated on the first floor on a main street, with a communications cabinet outside the front door. The smaller office however is located in an arcade and installing a leased line would mean spending many thousands of pounds to install the necessary cabling.

Ben explains: "We needed more bandwidth outside for the main office so a leased line was a good option there, but to put a line into the arcade would have meant a lot of civils [the excavation and engineering work required to install the line] and we did not need as much bandwidth there. The EFM solution was suggested by the Entanet sales support guy I'd been put been put in touch with; he said it would be a good solution for connecting a branch office and would be suitable for VoIP and VPN connections."

EFM is really the next step beyond broadband. It provides symmetrical connectivity at speeds of up to 35Mbps, but at a much lower cost than a leased line. It is ideal for IP-based voice and virtual private networks. Critically, it is also much easier and quicker to install.

The solution

The decision was made to implement one 50Mbps leased line into the main office, with a twin copper twisted-pair EFM connection for the second office providing up to 2Mbps speeds in both directions. Entanet was able to schedule and carry out the installation within a few days and did a great job. It also acted swiftly when a misunderstanding might have left M-Viron without connectivity at the second office for a short time, Ben recalls.

"The engineer arrived on the day of install and was very helpful and got the circuit online. By mistake the customer had disconnected the old broadband before the EFM had been hooked up. After Entanet had been made aware of this, they sent an engineer the same day to get the modem installed and running."

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The benefits

The EFM solution has worked exactly as intended, giving M-Viron the higher-speed, dependable connectivity it needs to go on delivering great customer service and grow its business. "The guaranteed bandwidth has provided real stability for remote connectivity and a large improvement to the call quality for VoIP which, as a company, they rely on", says Ben.

Ben was grateful for the guidance and advice he was given right at the start by Entanet's experts. "The people I was put in touch with when I needed sales support were able to work out exactly what was needed and provided good, accurate, honest and helpful advice."

Once it had been decided EFM would be a good solution, Entanet was able to produce a quotation within a working day. They also kept Resolveit constantly informed on installation dates and progress. They worked out exactly what was needed and provided good, accurate, honest and helpful advice quickly. Later, their provisioning team kept us informed at every stage, sending updates at least weekly and sometimes more often. Communication is important, as it means I can keep my customers up-to-date.

The EFM circuit has worked faultlessly since day one. This is where Entanet's investment in building its own next-generation network makes all the difference, says Ben. "It's worked fantastically well and because the connections run across Entanet's own network, they can guarantee 100 percent up-time. We have not had a single day's downtime since the line was installed. It's been perfect."

Ben says he'd have no hesitation in turning to Entanet again for an EFM or any other kind of connection - and indeed has done so since the M-Viron installation to meet the needs of three separate student accommodation projects. "With no down-time more or less guaranteed, we have had no qualms on placing our requirements with Entanet as I can, with confidence, choose them as a supplier and know that they are looking out for our business as well as their own."

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