

# Success story - Connectivity



## CCC IT Solutions



## Snapshot

Value added reseller, CCC IT Solutions uncovered a great opportunity to provide a high profile customer with a reliable connectivity solution that utilised leased line and ADSL broadband connectivity from Entanet.

### The requirement

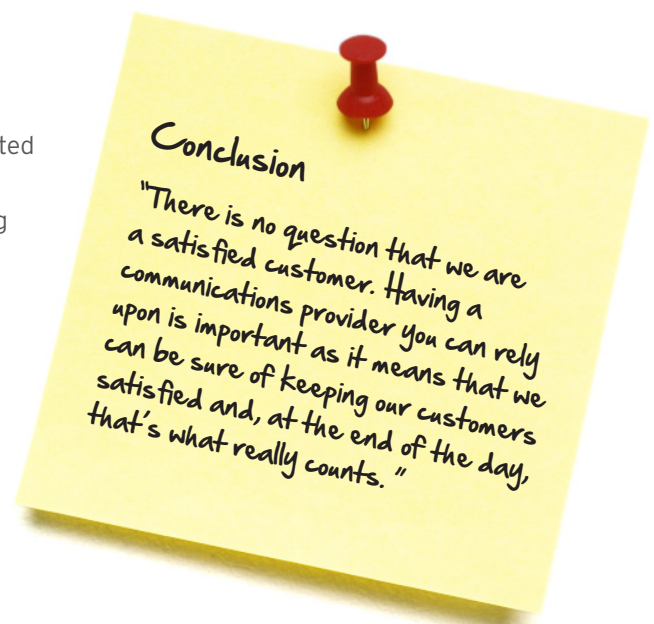
An existing CCC customer needed to improve the resilience of its leased line connection and increase bandwidth at its central office location whilst also connecting to a number of hard to reach rural locations.

### The solution

CCC utilised Entanet's extensive national network to deliver a reliable 10Mbps leased line to the central office with dual ADSL connections over which secure VPNs are run. It also provided 14 ADSL connections, two for each of the seven rural based regional offices.

### The benefits

- ▶ The customer has benefitted from a more resilient and reliable leased line solution with considerably more bandwidth and connected all seven rural locations using ADSL.
- ▶ CCC has retained the business of an existing customer by providing improved levels of service through its relationship with Entanet.





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# In-depth

### A service you can rely on

When CCC IT Solutions ([www.c-c-c.co.uk](http://www.c-c-c.co.uk)), a value-added reseller located in Christchurch, Dorset uncovered a good opportunity to provide a highly prestigious customer with connectivity services, they worked with Entanet to ensure that the customer received the first-class performance and consistency of service that was essential.

There are some customers that are so prestigious, so high-profile, that it would be foolish to mention them openly to anyone. While there is little danger of them being targeted by competitors (and hopefully you'll have delivered such a good level of service that they are loyal to you anyway), you might be accused of name-dropping or even endangering the national interest by revealing details of what they are using and how they work.

Such is the case with Dorset-based value-added reseller and Entanet partner, CCC. The company provides this particular customer, which is a large private organisation operating a number of large estates around the UK, with fully managed network services, including Internet connectivity, inter-site connectivity, wireless networking as well as hosted Exchange and offsite backup services.

When the customer needed to update its connectivity, CCC turned to Entanet to provide the solutions it needed. In fact Entanet is probably the only supplier who could have met all the needs of CCC's particular customer.

Steve Jones, who runs CCC, takes up the story. "Basically, we moved connections over from another ISP. The previous supplier was OK but when the customer shifted to using a hosted email service, they started to experience some problems with availability of service and performance. Resilience is important to them and they also needed some extra bandwidth." As well as this supplier, CCC had also worked with Entanet for some time and knew its services to be extremely reliable. When the time came to upgrade the customer's Internet services, Steve Jones decided to switch all services to Entanet.

### Lack of control

The root of the problem seemed to be that the previous connectivity provider didn't have control of its own network. It seemed unable to manage performance to any degree.

By comparison, Entanet remains the only non-BT communications provider to have fully adopted BT's Wholesale Broadband Connect (WBC) product and

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**Steve Jones,**  
**Managing Director,**  
**CCC IT Solutions**



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created a UK wide network that includes every one of the key locations that make up BT's 21st Century Network. This required significant investment but ensures that Entanet has full control over bandwidth capacity and delivery to customers.

Steve feels comfortable working with the company, knowing that it has this degree of capability and control. "We have worked with Entanet for about four or five years now and I like the support that we get. Knowing we can rely on Entanet means that we can keep our promise of delivering end-to-end support to our own customers."

### Managing expectations

It also means that CCC can always offer solutions that will meet the exact needs of its customers - and both manage and meet their expectations at all times. In this particular case, the customer needed guaranteed bandwidth and good Quality of Service to support key applications. "We already had a couple of connections that we had been using for video-conferencing and when we tested them with Entanet we found we had no problems at all. The customer had previously been renting a 2Mbps leased line with a fibre connection at its central office but had outgrown this connection and needed more bandwidth to ensure good connectivity with its other locations, which are mostly in rural areas of the UK, where few providers can deliver higher speed connectivity."

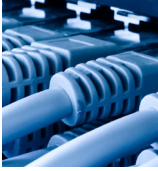
Due to its investment, Entanet's network is physically closer to partners' customers and has excellent coverage to all areas of Britain, so CCC could put forward a solution knowing that it would deliver the consistent bandwidth the customer needed. CCC proposed a 10Mbps leased line at the central office with dual ADSL connections, over which secure VPNs would be run. As well as providing resilience, this set-up would give the customer a load balancing capability so that, as and when key applications required more bandwidth, it could be made available.

CCC also supplied 14 Entanet ADSL connections - two for each of seven locations around the UK, to provide redundant connectivity for all the regional offices.

With the new leased line and dual VPN connections at five of the locations implemented first, the final two locations were set up a few months later. The whole process was trouble-free both for CCC and for the customer and the connections have all operated as expected. Steve has been impressed with the way Entanet handled the project. "We have an excellent account manager and the communication and the way the order was handled has been very good. They kept me informed every step of the way and we never had any trouble getting hold of someone when we needed to."

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### Proactive service

One aspect of Entanet's service that Steve Jones finds particularly useful is synergis, Entanet's online partner interface. He makes use of this resource to monitor performance and ensure customers are getting their expected level of service. "It's excellent because I get full visibility of all the services that we provide. Being able to go online and see if a line is up and working as it should be is great because it means that we can be pro-active in terms of customer service."

Overall, he can't compliment Entanet enough in terms of the level of service it provides and the reliability of its connections. "There is no question that we are a satisfied customer. Having a communications provider you can rely upon is important as it means that we can be sure of keeping our customers satisfied and, at the end of the day, that's what really counts."

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