CASE STUDY

WHEN UPTIME AND RESPONSE IS CRITICAL

THE BACKGROUND

Belcom247 is an experienced and trustworthy provider of round the clock specialist field operations services to global data network operators. Belcom247 designs, installs and maintains critical network and storage infrastructure on behalf of its multinational clients and guarantees best in class emergency maintenance response times at the world's top 100 data centres. Belcom247 work to a 15 minute SLA - Now that is not easy!

THE PROBLEM

There were too many staff working in different time zones all over the world. All staff needed access to critical information whether office based or working remotely on a customer site. Working in a traditional environment with limited access out of UK working hours was causing breakdowns in communication and customer issues. This was affecting the company's strict 15 minute SLA. Belcom247 realised that if this continued then business would be lost as they would not be capable to providing the level of customer support and service required by their customers.

THE SOLUTION

To provide Belcom247 with a robust and highly available system was critical. In order to achieve the quickest and strictest SLAs in their industry the IT environment had to be accessed by all staff from any location as well as being secure, reliable and backed up. Belcom247 spoke to several providers of hosting solutions but they were either unable to provide the correct environment or take on the responsibility of Belcom's SLA requirement. Interhost were approached and rose to the challenge. Belcom thoroughly

tested the Interhost remotely hosted application environment and made various setup changes to finely tune the solution and meet their specific requirements. They finalised on a full Hosted Desktop option. This provided the company with a solution where all staff could access their software applications with one login, regardless of their personal global location or whereabouts.

IMPLEMENTATION

Interhost liaised directly with the software houses that Belcom247 were using in order to provide the correct Server infrastructure and to get the entire environment to function as required. This included Sage, Iris, Adobe Acrobat and various Microsoft applications. Additionally, a hardware rollout scheme was setup and connectivity solutions provided at various offices and Datacentres.

BENEFITS

Having used the solution for over 6 years now and grown from 20 to over 140 employees with a mixture of full users and e-mail only users, Belcom247 have reaped the benefits of a collaboration with Interhost. They have detailed some of these benefits for us in the list below:

- We constantly achieve our 15 minute SLA target
- We can be highly available 365 days 24/7
- Easy setup of new employees to the business
- Customer data held in secure datacentre environments within the UK
- Remote workers and office based staff now all sharing real-time factual information at the touch of a button
- Great working environment with more efficient staff and happy end customers

A 15 minute SLA might have sounded like a tall order but working with Interhost this has been achieved. Belcom247 have become one of the leading Datacentre management companies in the world via the very fact that they can offer such an aggressive SLA - and deliver on it!

Contact us for more information on all our product offerings and how we can help you transform your IT.

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