

Case Study



Carter Synergy

At a glance

As the leading supplier of refrigeration services to the UK's top supermarkets and retailers, Carter Synergy needs to make sure it can always get in touch with its engineers – right around the UK. Our network keeps everything cool.

Organisation Carter Synergy Ltd

Industry sector Building Services

Location Head Office in Birmingham and regional offices in Liverpool and London.

Challenge To deliver a fast, reliable communications infrastructure that can look after customers.

Solution A cutting-edge, high-speed communications network to allow data transfer between any number of locations.

Products Internet Protocol Virtual Private Network (IPVPN) with Multi Protocol Label Switching (MPLS).

Benefits

- Enhanced data transfer speed despite increase in traffic.
- Increased cost-effectiveness, scalability and customer service.
- Future-proof data handling system.

“Virgin Media Business provides a one-stop-shop for our communication requirements.”

John Askew, Group ICT Manager,
Carter Synergy.

Frozen communications

Service levels in this industry are famously high – an engineer might need to be on site within just four hours of a fault to stop penalties racking up. That just won't happen unless everyone in Carter's keeps in touch. Constantly.

So with the company's old frame relay data network just about ready to be put on ice, a change was clearly needed – including a major boost for their bandwidth.

Modern demands require modern solutions

Before we stepped in, 90% of the company's communication was already digital. A much more reliable infrastructure was needed that could handle many different types of electronic communication and any future demands thrown its way. The company also wanted to concentrate on their core business by outsourcing network management. And all of this had to be done cost-effectively.

So they chose to work with us.

“The key benefits have been cost-effectiveness and the outsourcing of the network management and maintenance.”

John Askew, Group ICT Manager,
Carter Synergy.

Networked up to the future

Our engineers and designers suggested a fresh approach based on a next-generation IPVPN (Internet Protocol Virtual Private Network) with an MPLS (Multi Protocol Label Switching). We'd work with Cisco and give Carter Synergy a solution that made sure low priority traffic never blocked out the important stuff.

Fully-managed and flexible

The IPVPN with MPLS now provides a fast, reliable network, as well as good data security. Bandwidth is flexible, from 64 to 155 Mbps – more than enough to handle voice, video and data information simultaneously.

The team at Carter are confident that their new network is ready to grow with the business – letting them concentrate on freezing out the competition.

Network efficiency increased by 400%

Sorting out the network with the IPVPN and outsourced management has delivered a stunning jump in efficiency, proving just how much can be done by getting these things right.

The future has arrived early

Thanks to the powers of our network Carter can now do clever things like tracking its engineers using sat nav – so they can get where they need to go faster than ever before. Plans are also in place to use video conferencing to save travel time and costs between regional offices.

Support when it's needed

It's not just about the technology, though. With us, Carter gets one point of contact and guaranteed 24-hour expert customer support. So when they need help, they know it's always there.

Key benefits

- Bandwidth increase up to 155 Mbps possible
- 400% increase in network efficiency
- Increased operational efficiency.



If things are getting too hot for your network, call us on 0800 052 0845. Or visit www.virginmediabusiness.co.uk