

TalkTalk
Business



**A NEW NETWORK FROM TALKTALK
BUSINESS HAS QUENCHED
FULLER'S THIRST FOR
RELIABLE BANDWIDTH**

**ABOUT
FULLER'S**

Fuller's is a historic British beer and pub company that operates nearly 400 pubs and pub hotels. Many people know the Fuller's name for its range of well-known beers, including London Pride, Chiswick Bitter and 1845. Though the brewery arm of the business was sold in 2019, these famous beers are still widely available in Fuller's pubs across the south of England.

talktalkbusiness.co.uk
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Lines are open Mon-Fri 8:30am - 6pm

THE CHALLENGE

"ONE OF THE DRIVING ISSUES FOR MOVING OVER TO TALKTALK BUSINESS WAS OUR NEED FOR A NETWORK WITH GREATER RESILIENCE."

JARED KNIGHT, SERVICE AND IT OPERATIONS MANAGER
FULLER'S

Data connectivity is the cornerstone of Fuller's business; it's very difficult for the company to trade if connectivity fails. With hundreds of pubs, restaurants and hotels to manage, Fuller's was looking to connect multiple sites securely and consistently, while reducing costs, rationalising suppliers and simplifying support processes.

Credit and debit card transactions are vital components of the business, and now that contactless payments are virtually ubiquitous, the impact of a network failure would be severe. Fuller's needed a reliable, consistent connection between sites to seamlessly manage hotel bookings, payroll and online ordering. As well as improving connectivity overall, Fuller's was looking to improve bandwidth at key locations.

Fuller's needed a supplier that could help with all these business challenges and deliver at an affordable price. It also needed enterprise-grade support, given the impact that a loss of connectivity would have on its business.

THE SOLUTION

"WE NEEDED A COMPREHENSIVE SOLUTION THAT WOULD MAKE OUR CONNECTIVITY MORE ROBUST AND ENSURE WE COULD KEEP TRADING NO MATTER WHAT, WHILE ALSO SIMPLIFYING OUR SUPPLIER MANAGEMENT PROCESSES."

JARED KNIGHT, SERVICE AND IT OPERATIONS MANAGER
FULLER'S

TalkTalk Business has implemented a joined-up solution that includes data and telephony over a highly reliable MPLS IPVPN. This rationalises the company's supplier base and simplifies administration. With the help of TalkTalk Business, Fuller's is in the process of upgrading all its ADSL sites to fast and resilient Ethernet Access Direct (EAD) connections.

TalkTalk Business support teams are available around-the-clock to pick up out-of-hours issues and respond proactively, to ensure hotel bookings and back-office systems are always up and running.

One of the key benefits of TalkTalk Business's solution was its smooth rollout. TalkTalk Business kept disruption to a minimum by capturing all existing usernames and passwords and manually entering them into the network. This meant that remote sites didn't need to be visited during the migration process and ultimately there was virtually no downtime for Fuller's during the rollout.

THE RESULTS

"THE NEW SOLUTION IS MUCH MORE ROBUST AND STABLE, WHICH IS A GREAT REASSURANCE. AND BECAUSE TALKTALK BUSINESS IS CONSTANTLY MONITORING THE NETWORK, I HAVE ADDED PEACE OF MIND."

JARED KNIGHT, SERVICE AND IT OPERATIONS MANAGER
FULLER'S

The MPLS IPVPN solution means Fuller's can deliver telephone access centrally to any of their locations. It also provides secure connectivity for disparate sites, seamlessly linking facilities across the UK, as well as remote and home-based workers.

With a resilient, stable network now in place, Fuller's has the connectivity it needs to manage multiple sites and applications efficiently and securely. The company also has the reassurance of enterprise-grade support, with the TalkTalk Business team on hand 24/7. By monitoring the network, TalkTalk Business can proactively fix faults before they affect Fuller's business.

The partnership with TalkTalk Business has simplified support processes, rationalised suppliers and provided stable, resilient connectivity - with the added benefit of reduced cost. At the same time, Fuller's has a future-proof, manageable and scalable network.