

TalkTalk Business



“Our business offering is reliant on connectivity. With over 100 mobile engineers across the UK on 24-hour call to serve our customers, we needed a robust and reliable network design that maximises uptime across each of our sites. TalkTalk Business’ tailored proposition and service wrap has provided exactly that. And then some!”

Group ICT Manager, Carter Synergy (Part of Carter Thermal Industries Group)



Carter Thermal Industries Group

talktalkbusiness.co.uk

0800 954 5707

Lines are open Mon-Fri 8:30am - 6pm



Carter Thermal Industries Group

Challenge

Business critical connectivity

Operating as a 24-hour maintenance call centre, connectivity is vital to Carter Synergy's ability to serve its large supermarket and retail customers such as Tesco, Aldi and Marks & Spencer.

Internet traffic was routed through the company's Birmingham based head office, which represented a single point of failure for internet services across each of its three regional offices. With loss of connectivity potentially critical, Carter Synergy sought a platform that could securely, yet cost-effectively, enable local internet breakouts.



Solution

MPLS IPVPN with access to an intuitive management portal

TalkTalk Business' Next Generation Network provided Carter Synergy with the firm foundation to commit to an MPLS IPVPN solution with cloud-based internet breakout through a range of data connectivity options including Ethernet and Ethernet in the first mile (EFM).

Securely connecting each of the company's sites, TalkTalk Business provided the answer to Carter Synergy's biggest infrastructure priorities:

- + Establishing business grade connectivity
- + Providing a network design with minimised risk of connectivity loss across the company's remote sites
- + Outsourcing some of the network management away from their small in-house IT Team

TalkTalk Business also provided Carter Synergy with access to an intuitive management portal, providing real-time visibility of network traffic, site uptime and bandwidth usage.

All of this was achieved at a cost-effective price point that the company's incumbent Internet Service Provider (ISP) simply couldn't compete with.



Benefits

A scalable, reliable solution that supports future growth

A risk free and seamless migration process, helping to maximise uptime and productivity

A supplier that goes above and beyond for a great working relationship

Access to peer support, whenever it's needed, from experts at TalkTalk Business



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The challenge



Carter Thermal Industries Group

Carter Synergy specialises in the design, project management, installation, and maintenance of refrigeration, air conditioning, mechanical, electrical and other core building services. As one of the UK's leading contractors, Carter Synergy serves a wide range of customers in the supermarket, food processing, pharmaceutical, hotel and catering industries, as well as the public sector.

Communication infrastructure demands

With over 100 mobile engineers across the UK and over 500 employees based at sites in Birmingham, Liverpool and London, Carter Synergy operates as a 24-hour maintenance call centre. As such, its customers rely on around the clock service and maintenance support. Therefore, difficulties or delays in reaching Carter Synergy's customer services team have the potential to not only damage operations, but customer relationships too.

To ensure on time delivery and support, state-of-the-art connectivity is absolutely vital to Carter Synergy's IT infrastructure, to reliably connect each of the company's sites.

The problem was that with internet traffic routed to the company's Birmingham-based head office, there was a single point of failure for internet services. The company's entire network of sites was highly vulnerable to downtime caused by poor connectivity.

Carter Synergy's incumbent ISP was unable to provide internet breakouts for its regional offices at a cost-effective price point. The company needed a strategic partner that could customise a solution capable of stabilising the network, increasing the resilience of connections and improving bandwidth, putting an end to the potential effects of network downtime. In addition the solution was implemented without an increased budget.

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The solution



Carter Thermal Industries Group

TalkTalk Business came out on top in a tender process involving a number of the UK's leading ISPs in May 2014. Following which, the company worked directly with Carter Synergy's Group ICT Manager, to devise a cost-effective solution tailored to the company's unique requirements.

Unlocking the cloud

That solution was MPLS IPVPN, which is ideal for businesses like Carter Synergy that need to securely connect multiple sites over a wide geographic region. Guaranteeing reliability and scalability, TalkTalk Business' MPLS IPVPN was delivered with cloud-based internet breakout. This removed the vulnerability of a single point of failure for its internet services. With a managed firewall, Carter Synergy had added the security and peace of mind that they can be contactable whenever their customers need them.

MPLS IPVPN connectivity is built on TalkTalk Business' Next Generation Network - one of the largest all-IP networks in the UK. This provided a significant increase in bandwidth from 10 Mbps to 100 Mbps. For a company like Carter Synergy, this robust, secure and reliable connectivity is critical to operations.

TalkTalk Business' solution also included access to its intuitive management portal. The portal provides Carter Synergy with real-time visibility of data connectivity across their sites.

Seamless migration

To ensure the migration process was as risk free and seamless as possible, TalkTalk Business' experienced, accredited network engineers effectively managed a sixth-month phased migration from the legacy ISP. During the migration TalkTalk Business co-existed with the legacy ISP to mitigate against any potential pain when transferring.

With a compelling customer service offering, genuine partnership approach and unrivalled network reach it was a clear TalkTalk Business was the ideal partner for Carter Synergy to default to for its communications needs.

“When it came to the tender stage, they demonstrated capability, flexibility and complete transparency. What's more, they guaranteed superior solutions at a price point that simply blew their competition out of the water. They've been excellent from the outset and have quickly developed into a trusted partner to our business, ensuring we can now face the future with confidence.”

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The benefits



Carter Thermal Industries Group

Future proof connectivity

Connectivity is fundamental to Carter Synergy's offering. Therefore, the reliability and availability of TalkTalk Business' solution is critical to keeping the business running. The switch to TalkTalk Business' MPLS IPVPN solution, deployed over its Next Generation Network, is helping Carter Synergy to achieve greater efficiencies across the business, while improving communications and maximising uptime, through secure and seamless connectivity between sites.

For TalkTalk Business, the success of the migration was testament not least to the reliability of its Next Generation Network, but the strength of its customer service offering.

Business Grade support

Business Grade Support means Carter Synergy work closely with a dedicated Account Manager and have quarterly performance reviews. In sync with the 24 hour a day demands of Carter Synergy's offering, the company has unrestricted access to the experts at TalkTalk Business, ensuring issues can be solved with minimal disruption to service.

Get in touch and see how we can transform your business

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