



# Partners in IT find flexibility and resiliency through Ethernet solution

## About Partners in IT

Partners in IT (PiIT) is a Service Management company that enables organisations to transform their IT performance to achieve best practice standards and ensure governance.

Partners in IT's range of consulting services covers strategy, process, technology, training and support and delivers to clients the ability to meet the challenges of increasingly competitive markets.

## Challenge

PiIT has grown successfully through an approach that promotes life long learning and continual professional development.

They needed an Internet solution that would fit in with the ethos of continual progress and enable PiIT to consistently deliver value to their clients. Due to its importance to business operations, resiliency was also a key issue and PiIT required a backup solution so that Internet connectivity was completely covered.

Their Internet connectivity was a 2Mbps fixed bandwidth leased line similar to our Access solution, however bandwidth requirements were continually increasing and a flexible option was becoming necessary.

PiIT needed to upgrade this existing service on a multitude of levels, from speed and resiliency already mentioned through to service and support.

“The Zen representatives who came to visit us were knowledgeable and approachable, answering our questions efficiently and leaving us with a positive feeling.”

Tom Bond, IT Manager  
Partners in IT

After experiencing poor customer service and support from their incumbent, PiIT needed a provider that could deliver on all the key elements of a good service.

They also wanted the reassurance of consistent technical expertise so that should any problems occur, they can feel confident that issues will be addressed and prioritised.

### Project Overview

- Business Requirement**  
 A high bandwidth, resilient, dedicated Internet connectivity solution to fit with company ethos of continual progress
- Solution**  
 A 100Mbps Ethernet connection, SDSL backup connection and a dedicated rack of colocation
- Business Value**  
 Faster downloads of new products and increase in productivity have led to more efficient service for clients
- Industry Focus**  
 Service management consultants for corporate IT departments and service providers



## Solution

We proposed a solution designed to meet PiIT's requirements both now and in the future. Our solution was to install a 100Mbps Ethernet connection to allow for flexibility and scalable growth.

For resilience, we provided an SDSL backup as an automatic failover. In the event of any problems with the primary connection, this would allow PiIT to continue business operations.

“ Our initial choice was Zen because of a number of factors. Firstly, Zen has always provided us with good customer service, reliability and technical expertise on previous ADSL connectivity. Secondly, because of the experience during the consultation process for this solution. ”

PiIT also decided to opt for a dedicated full rack of colocation for increased resiliency. This offers peace of mind that their critical business data is hosted in a secure, resilient hosting environment in one of our data centre suites.

## The Benefits

The huge increase in speed of connectivity provided by the Ethernet service has proved essential to the management of the company's data installation centres. As a result, productivity rates have improved tremendously as downloads of new products now take much less time to complete.

These improvements have brought significant business benefits for PiIT enabling them to provide a much more efficient service for their clients. They also highlighted the excellent levels of communication and technical support that they receive from us.



“ Moving forward, we feel that Zen will continue to provide a good level of technical expertise for us, and the approachability of Zen as an organisation is a huge plus point. ”

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