

Zen Internet Case Study

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Arrow Computing and Zen Internet offer Data Communications Solution for Storage Company, Armadillo

Armadillo Self Storage Ltd is a business that has expanded rapidly, resulting in an increase in the number of company sites. They specialise in providing the ideal storage solution for both homes and businesses, and take great pride in providing the best customer service. With a head office based in Edinburgh and multiple offices across the UK and France, excellent communication was an essential factor to keep up the company's reputation. All locations now needed an easy way of assessing the database that manages the letting of storage space. At the time they only had segregated, stand-alone databases and this was inconvenient for communications between sites. They recognised the need for an effective solution, but at this stage could not afford the faster Internet upload options of Leased Lines or SDSL for transferring data between sites. These would be products that they would consider for the future but they needed a solution now, especially as plans for new sites were in place.

Arrow Computing Solutions (a Silver ZenPartner) work in the area of advising and educating customers on IT related solutions. They have worked with Armadillo virtually since their inception and used Zen Internet to put ADSL broadband services in all three sites. In order to allow easy control of communications, Arrow Computing then provided a VPN (Virtual Private Network) to link the Offices and to spread out the VPN links for data transfer to the sites, several more ADSL lines were then installed at the Edinburgh Head Office.

The introduction of new technologies such as VoIP (Voice over IP) also required some work and Arrow Computing made sure that routers with this capability were installed in each site. This added to the communications link and was further improved when the VoIP was linked to the PABX in the main Armadillo Edinburgh Office.

Simon Hodgson of Armadillo Self Storage Ltd, Explained: "With the success and expansion of the company, we needed to ensure that communication levels were kept open and to a high standard. We needed an excellent advisor and we knew that Arrow Computing would have the solution. They brought in their partner Zen Internet, who had an outstanding reputation in quality Internet provision, and together they set up the solutions we needed."

The solution by Arrow Computing and Zen Internet made a difference to Armadillo's communications links in three main ways:

- Starting with the VPN, this allowed tight monitoring of performance levels between sites using key performance indicators (KPIs), now available to management at a quicker rate than ever before.



- Only one centrally located database was now required. This could be accessed by all users over the VPN. The management and indeed all site locations could view live data and the head office managers were kept up to date.
- The VoIP enabled routers allowed free calls between the sites to open further communications channels.

William Tulloch of Arrow Computing, explained: "We partner with Zen in order to ensure a high level of customer service and quality service provision for our customers. They always work to ensure that customer solutions are achieved as efficiently as possible and to the highest possible standards."

Following this initial solution Arrow Computing has now assisted Armadillo Self Storage Ltd with an SDSL connection to further improve the communication links. The company felt that it was ready to take this step forward and again worked through Arrow Computing and Zen Internet to ensure that the best quality connection was established.