



Avidex Limited benefits from Zen Internet’s award-winning Access service

About Avidex

Avidex Limited is a biotechnology company focussing on the development of therapeutics for cancer and autoimmune diseases.

Challenge

Avidex was previously using a 256Kbps leased line service with another provider which was proving too slow for modern Internet usage, especially for a network of 50 users. The IT department was finding it difficult to host mail servers, remote access servers, download programs, patches and updates. Literature searches were also difficult due to the extended search and page load times. Overall their existing solution was not providing value for money.

Avidex needed faster upload and download speeds for the IT department to deliver effective support. They also required a reliable and fast connection for the employees of the company to allow efficient Internet browsing and literature searches to be carried out. Many employees had faster Internet connections at home, leading Avidex to realise that changes needed to be made.

Their existing line was not upgradeable to a higher connection speed, so a new contract was required and Avidex began looking at other providers. We were first on the list, as the IT Manager at Avidex had previous experience of our high levels of service.

Avidex also wanted improved levels of communication with their new provider, as this type of relationship was practically non-existent with the incumbent supplier.

“ The solution provided by Zen has led to improved levels of IT support and online research at the company. ”

Paul Newey, IT Manager
Avidex Limited

Solution

We offered Avidex a solution that stood out in terms of quality and performance. Our service has a reputation strengthened by a recent ISPA (Internet Service Providers’ Association) Award in the ‘Best Uncontended Service’ category for the Leased Lines and Ethernet product range.

Project Overview

- **Business Requirement**

Fast, reliable Internet connectivity to enable effective support and literature searches
- **Solution**

A 2Mbps Access leased line service supplied with a fully managed, pre-configured Cisco 1841 router
- **Business Value**

Effective performance of necessary tasks and faster literature searches
- **Industry Focus**

Biotechnology company developing therapeutics for cancer and autoimmune diseases



A 2Mbps Access leased line service was installed for Avidex, enabling a connection that is 8 times faster than that which was previously used. We also supplied a fully managed, pre-configured Cisco 1841 modular router with ongoing maintenance included in the cost.

As a customer, Avidex also benefited from receiving a dedicated personal account manager from us.

“**The dedicated account management is an excellent aspect of the service, and communication levels with Zen are always to the highest standard.**”

The Benefits

With the improved speed levels for both uploading and downloading, the Avidex IT department can now effectively perform their necessary tasks. Using this connection, essential searches which the company needs to carry out can also be done at a much faster rate.

After the 2Mbps line was installed and in use, the company immediately noticed the increase in performance levels and the overall user feedback has been excellent.

Avidex now use the connection to enable remote access for their mobile workers and via VPN (Virtual Private Networks) for IT support.

The nature of the Access leased line service means that Avidex now have unrivalled customer support with access to a 24/7 technical support team in the unlikely event of a major problem. There is also a comprehensive 100% Service Level Agreement, allowing them to concentrate on their core business with the peace of mind that we are managing their connection.



The communication levels between us and Avidex have also been noted as first-rate. Avidex hopes to use the leased line for video-conferencing in the future, as this would reduce the need for travelling to business meetings abroad. Overall it has proved a cost effective service for the business.

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