



Covell Matthews reach the next level of broadband with Zen Internet

About Covell Matthews

Covell Matthews are a long established Scottish company providing Architecture, Interior Design, Space Planning, Urban Design, Project Management, Arbitration and Planning Supervision from project inception to completion.

One of their key clients is Shell Exploration and Production in Europe and Covell Matthews has a remote team working at their UK Headquarters in Aberdeen.

Challenge

Covell Matthews were using an ISDN2 line to link their Aberdeen and Edinburgh offices. Over time, they found that transferring files between the two was slow, meaning that technologies such as Virtual Private Networking (VPN) and Webmail could not be used. Upload speed was also becoming an issue for both communication and file transfers, a problem which standard ADSL broadband could not solve.

Furthermore, the ISDN2 network was charging two rates each time it was accessed, and since file uploads took so long to complete, it was not a cost effective process. Covell Matthews therefore decided it was time to update their connectivity.

As a key customer, Shell, takes levels of security very seriously when dealing with third party networks. Covell Matthews therefore had to take this into consideration when choosing an appropriate solution.

Solution

We stepped in with the answer to Covell Matthews' problems and installed a 1Mbps SDSL (Symmetric Digital Subscriber Line) connection into their head office in Aberdeen.

SDSL seemed the perfect solution as it offers a fast broadband service with equal download and upload speeds. We also provided the Covell Matthews Shell team with a 2Mbps Office broadband connection and business class router.

“The SDSL solution was perfect for our business critical connection where the upload speed was an issue.”

Andrew Mowat, Associate Director
Covell Matthews

Project Overview

- **Business Requirement**

Enhanced upload and download speeds to facilitate file transfer and improve communications.

- **Solution**

SDSL installation into their head office and an Office broadband connection into their Shell team.

- **Business Value**

Fast and reliable file transfer, enhanced productivity and lower costs.

- **Industry Focus**

Scottish company providing a range of services including Architecture, Interior Design and Project Management.



The Benefits

Our SDSL solution enabled Covell Matthews to increase upload speeds to 1Mbps, allowing files to be transferred at speeds up to eight times faster than was previously possible. This boosted productivity levels and resulted in saving the company money.

Our uncontended network further improved speeds, assuring Covell Matthews that they could rely on the connection even at peak times when many users are on the network.

Due to the improved upload speeds, Covell Matthews set up effective VPN and Webmail services that enabled employees to work from home. This was particularly beneficial for the Directors and approximately a quarter of the Covell Matthews staff, who regularly worked offsite and needed access to the Webmail service.

The 2Mbps Office broadband connection and router we provided became part of an isolated network within the Shell Offices in Aberdeen. This was set up to ensure that Shell's own network would not be affected by the file transfers and communications between the sites, ensuring necessary security levels for both companies.

Covell Matthews use an Apple Mac network, and benefit from first-rate technical support from our dedicated Mac support team. A VPN network was used to connect the machines in the Shell office, enabling staff there to download their e-mail to a Mac e-mail application.

“ Their dedicated Mac support team is an excellent bonus, as we are assured support with our Mac network from people who really know what they are talking about. ”

“ Zen Internet was reliable and highly efficient in providing the necessary connections on time. ”

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