

**"Now we are working ten hours a day and it's a solid connection."**

Luc Logan, Business Unit Manager - Dalter UK

## Success story - CityFibre based Ethernet

Technology managed services provider ITEC collaborated with CityFibre partner Triangle to help Exeter based food importer, Dalter UK, make poor connectivity a thing of the past

### The requirement

Rapid growth for food importer Dalter UK since 2011 meant the limited bandwidth and regular connectivity dropouts from its copper based ADSL lines were hampering the business. With no Fibre to the Cabinet available in their location, the only option open to them was a leased line - which they'd held off on as they felt it would be too costly for a business of their size.

### The solution

CityFibre installed a 500Mbps leased line to Dalter in October 2018 with ITEC managing the configuration of the routers to complete the connection. The cost effective and reliable full fibre connection from CityFibre enabled ITEC to develop their relationship with Dalter who subsequently approached them to manage their IT support a well as their connectivity and print, has found to be a highly competitive option for its customers.

### The benefits

- A robust service level agreement (SLA) from CityFibre gives Dalter UK confidence in their full fibre connection.
- Clear communication from CityFibre meant ITEC could keep the customer fully informed of the progress of their connection.
- CityFibre's end to end control of provisioning enabled ITEC to offer a full fibre solution with massive bandwidth capacity which was connected quickly and efficiently and at an affordable price.

### Scenario

Dalter UK was set up in 2011 and grew quickly - reaching



10 employees and a turnover of £18 million by 2017. From the outset, the company's IT systems had been run on servers located in the Italian company's offices - making good

communication very important. And while the business was still relatively small, a simple broadband connection was sufficient. Steady growth led to a relocation to larger premises in 2017 though and despite the addition of a second ADSL line in the new premises, as activity increased, the relatively low bandwidth available began to slow things down, as Joshua explains:

"On the business park where Dalter UK are located, there was no fibre to the cabinet (FTTC), so they were running on ADSL copper and the only alternative was a leased line. For a business of Dalter's size, we thought this was just overkill."

For this reason, Dalter UK had held back from installing a faster line. Like many businesses in this position, they had simply learned to live with a slow and substandard connection. In this scenario it's often hard for businesses to imagine just how much of a difference a connectivity upgrade can make in terms of business efficiencies, flexibility and productivity, but Joshua assured them that the CityFibre connection would bring a dramatic change - due to both higher speeds and vastly improved reliability.

### A solid platform for business growth

The extra bandwidth was badly needed by Dalter UK. Not only because the company was running everything - even productivity apps - remotely on the Italian parent company's servers, but also because

the security payload on the connection is quite significant. This made reconnecting after a connectivity dropped time consuming - something that tended to happen three or four times every day with the old ADSL connections. It also eats up additional bandwidth.

In addition, Dalter UK has the reassurance of a service level agreement (SLA) that specifies a five hour fix, so as Joshua says, "they have the same service, SLA and fix times as a leased line, but for a fraction of the cost they'd have to pay for the same speed."

For its CityFibre 500Mbps connection, Dalter UK is paying about the same price it would have expected to pay for a 100Mbps leased line circuit from other carriers, so it is great value for the performance.

The customer is very happy with what it's received. Luc Logan, Business Unit Manager at Dalter UK, said: "The biggest difference is that we have a stable connection now. Before, especially with the low upload speed of 1Mbps, our VPN connection would keep dropping out and that would happen quite regularly, perhaps three or four times a day. It was frustrating, because we'd have to close down and start-up again.

"Now we are working ten hours a day and it's a solid connection. We are not using all the capacity but that's not a problem because it's affordable and we are a growing business - and we know that we can increase the speed if we need to." While Dalter UK has a 500Mbps connection, the CityFibre infrastructure in Exeter can support speeds of up to 1Gbps, should Dalter UK ever require that kind of capacity. ☺