

RGB's New 14 site WAN boosts capacity and enhances business continuity



Rawle Gammon & Baker Holdings Ltd (RGB) is a leading independent, family owned building merchant in the South West operating out of fourteen branches and employing over 200 members of staff.

Challenge

Previous substandard support from their network supplier meant that despite having a managed service they were fixing problems themselves and finding work arounds to avoid having to ask for help. This was simply not sustainable. Their previous supplier did not understand their needs or that a loss of connectivity has a direct effect on their business performance.

Link-Connect SMART Solution

RGB need a close partner relationship with a supplier who understands the vital nature of things and will 'go the extra mile' to resolve issues and proactively monitor their network. The Link-Connect approach of building 'hands on' working relationships with customers suits their requirements perfectly.

The SMART-WAN solution gives RGB a fully managed network which includes a range of ADSL and ADSL2+ services, combined and load balanced to give each site access to their maximum available bandwidth. By providing more than one line to each site, over separate carriers to various POPs, Link-Connect has provided a high availability network that is proactively monitored to optimise performance.

Home workers are also integrated into RGB's network. By providing broadband to remote staff, RGB can effectively separate corporate access from home Internet usage, and have the benefit of knowing the equipment is from a trusted partner. Firewall protocols from each access point into the network ensure their core is protected from outside threats.



We're very pleased with the Link-Connect team's efficient, knowledgeable and friendly approach.

Jeremy Webb, IT Manager

Rawle Gammon & Baker Holdings Ltd



Industry - Retail.

Business pain

RGB needed to improve the connectivity between branches and wanted an improved level of support.

Why Link-Connect

Link-Connect understand the vital nature of connectivity in this business and have the ability to 'go the extra mile' to resolve issues.

Link-Connect product or service

Scaled SMART-WAN rolled out over 3 months

Business benefits

Ability to quickly and efficiently roll out integration and to bring new branches and new members of staff on board as required.