



WAN MIGRATION IMPROVES FLEXIBILITY AND SERVICE LEVEL

Link Connect provides a professional service; they have a 'go the extra mile' approach.

Robert De'Ath, IT Manager



Construction company customer experience

Watkin Jones is a successful, forward thinking and dynamic construction and development company. The Group employs over 250 staff directly, and significantly more through sub-contractors, who work on a wide variety of projects nationwide.

CHALLENGE

To support business growth Watkin Jones identified the need to change provider for the management of their Wide Area Network (WAN). The key drivers for change included a desire to improve network efficiency, reliability and scalability while reducing total cost of ownership. There was also a strong desire to improve the quality of customer service.

LINK-CONNECT SOLUTION

The WAN, which serves four sites, an estate of management suites for sister company, Carlton, and an ever changing number of construction sites, is deployed using StoneGate technology and ADSL circuits. Link-Connect and Watkin Jones worked together to ensure the migration of the existing infrastructure to the new management centre went smoothly with minimum disruption.

As part of the migration Link-Connect identified a number of ways to add value to the WAN, including web content filtering, hosted services, and anti-virus / anti-spam solutions. In addition hosted telephony has been provided to one site as a pilot project.

With access to the Link-Connect Customer Portal and SMART Management Centre, Watkin Jones has full visibility of network usage figures. The WAN is managed and monitored by Link-Connect people who specialise in co-operative management and support processes and are very happy to work within the framework of the Watkin Jones IT team.

WHY LINK-CONNECT?

The people are great. We have direct access to the technical support team who provide a level of expertise usually found on the 3rd or 4th echelons of other providers.

BUSINESS BENEFITS

The new solution provides far greater control, improved bandwidth performance, enhanced security and a lower total cost of ownership.

PLEASE CONTACT US

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