

Case Study

Background

Quantiv Limited works with high-profile brands that include Jack Wills, Simple Insurance, JustGiving, TimesOnline and Independant Online Bookshops in the B2C sector. Quantiv also works with PHS Group in the B2B sector and the Ministry of Defence in the Public Sector.

Quantiv designs, develops, integrates and supports mission critical Ecommerce platforms that allow companies to respond more quickly and cost effectively to opportunities presented by their markets. The Commerce Platform supports the introduction of new customer 'channels' including mobile commerce/ social commerce as well as allowing companies to manage and optimise their 'cost to serve'.

Christian Brooks, Business Development Director, underlined the importance of his Company's commercial proposition, "The nature of the Quantiv Commerce Platform makes it strategically important to our customer's operations – late delivery of solutions can literally stop business – a new branch may fail to open on time, a new brand's launch might be delayed etc. The potential for disruption is enormous."

As a Microsoft Gold Partner, it is hardly surprising that Quantiv's IT infrastructure is dominated by state-of-the-art Microsoft technology. Server virtualisation is heavily utilised allowing the entire array of Microsoft's development platforms to be employed.

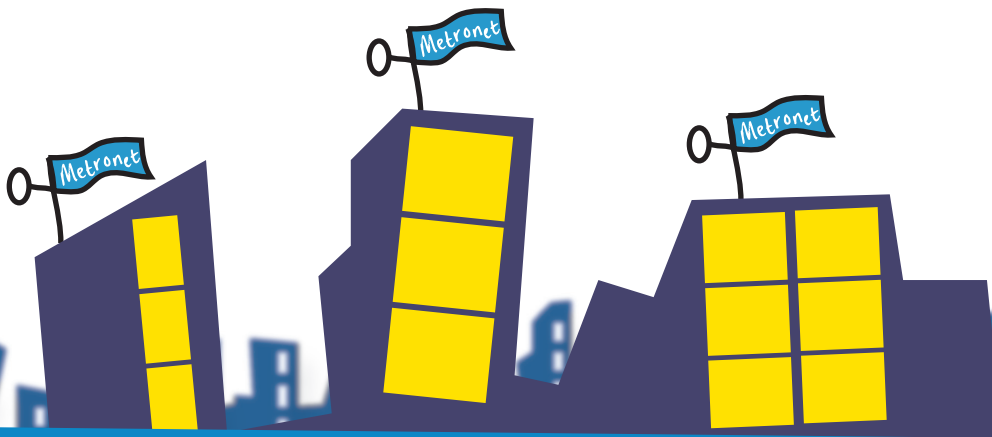
Quantiv has long encouraged home working amongst its developers (it had a sophisticated VPN capability

long before the cloud) and recognises the need to ensure that its infrastructure is capable of supporting remote office 'power' users. The strategic importance of Quantiv's connectivity is further enhanced as a result of its approach to staged and thoroughly tested customer systems implementation. This involved configuration of multiple VPNs to support development, test and staging servers where upload data speeds are just as important as download performance. As a developer of applications that need to be delivered to strict and often tight deadlines Quantiv simply cannot afford to compromise its networked capability.

The Challenge

A BT ADSL circuit served Quantiv's early days requirements; however, Paul Ruler, Infrastructure Services Manager, recognised that the Company had outgrown its ADSL capacity and was struggling with the asymmetric division of bandwidth. Paul's review happened to coincide with incidents of local vandalism that were affecting BT circuits introducing sporadic and unacceptable interruption to service.

Having reviewed the option of a leased-line this was dismissed as impractical given the ROI (Quantiv's headquarters are based in Altrincham, Cheshire, some ten kilometres from central Manchester). Instead, Paul was resigned to using a BT 2Mbps SDSL circuit when he received an opportunistic telephone call from his Metronet account manager. "To be fair, I didn't know that Metronet existed until I received the call at a time that was fortunate," he said.



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Having defined his buying criteria to comprise a 2Mbps, fully symmetrical and uncontended circuit Paul decided the Metronet last-mile wireless connection represented the most cost-effective solution; not that he was without reservation. Compared to BT, Metronet was clearly a small player and there was of course the wireless versus cable debate. However, Quantiv drew comfort from Metronet operating services to a published 99.95% Service Level Agreement. It also drew comfort from the knowledge that Metronet was supplying services to other tenants within Quantiv's landlord's portfolio. Paul ordered a 1Mbps circuit.

The Solution

The circuit was delivered within five days of order and Paul was impressed that Metronet understood how to interact with the office landlord to address installation, way leave and planning issues.

Time passed and demand on services increased leading to a requirement to increase the bandwidth, whereupon Quantiv was delighted with what was effectively an instant upgrade that was implemented remotely.

Moving forward, Quantiv is pioneering the concept of delivering infrastructure as a service which is predicted to dramatically increase bandwidth requirements where once again, Metronet's flexibility is recognised as valuable. Paul specifically commented, "I like the idea that I can not only upgrade the bandwidth at will, but that I have the opportunity to slice and dice it in accordance with our business needs".

The Benefits

Quantiv are highly satisfied with the service received from Metronet in terms of cost effectiveness, performance and flexibility. So much so that they are now reviewing Metronet's co-location services by way of extending the strategic partnership that exists between the two companies.

Quantiv has never looked back since making its decision in favour of Metronet; indeed, Paul willingly extols the benefits of Metronet to industry associates and other tenants of the building that he occupies – with a result that others have subscribed and become fans of Metronet services too!

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Paul Ruler - Infrastructure Services Manager