


ReformIT



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Neil Smith, Managing Director

ReformIT is an IT Managed Service Provider, Microsoft Silver Partner and SME Specialist providing advice and support on computer and internet security, hardware, software and cloud solutions, pro-active IT support and other managed services such as VoIP and website hosting.

They provide a complete outsourced IT department enabling business owners to sleep well at night knowing their IT systems and data are safe and secure.

ReformIT is also a referrer and reseller, working with clients to help them source and maximise flexible and efficient IT services including connectivity, cloud and voice.

Here’s how they recently worked with Safe Hosts to source cost-effective connectivity for a client.



What was your client’s challenge?

“Our client had poor broadband connectivity. FTTC was available but, as they are some distance from the cabinet, speeds were poor.

“Their business has grown significantly, with another production facility in Wales connected by site-to-site VPN.

“The Wales site already had a Leased Line implemented, so matching that at the main Stonehouse site was clearly going to be beneficial.”

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What did Safe Hosts do differently to win the deal?

“We’d tried getting a Leased Line installed via the same suppliers as the Welsh site.

“However, all the available providers (BT, TalkTalk, Virgin, etc) were quoting very high ECCs (Excess Construction Charges) following their own surveys.

“As a Vodafone reseller, Safe Hosts indicated that might not be the case and sure enough no ECCs were required.

“Effectively, it was Safe Hosts’ breadth of carrier relationships that won the day.”

How easy was Safe Hosts to work with?

“Safe Hosts, and especially Dan, was very helpful from the outset by recommending Vodafone as the line supplier.

“They were also flexible and committed to making sure the service wrap was exactly right for the client’s needs; I feel that sort of flexibility is key to any partnership like this.

“The carrier’s methodology for installing Leased Lines was slightly strange and, unfortunately, not terribly well managed. There was a bit of delay towards the end after Openreach completed their works.

“Far from being a reflection on Safe Hosts in any way, the team communicated with us and worked with us to see the installation through to completion. And we know for next time!”

Is your client happy with their live service?

“The line is now in, working and the client (and I) are very happy indeed!

“The client is looking to build a new factory just around the corner from their current location.

“We’ll be in touch with Safe Hosts to organise connectivity for that new site when it starts to progress later next year.”

