

The Axians logo is displayed in white lowercase letters on an orange background.

## Case Study

**Gigaclear**  
Ultrafast Fibre Broadband

Industry Type

Communication Service Provider

Web Site

[www.gigaclear.com](http://www.gigaclear.com)

# TRANSFORMING THE LIVES OF PEOPLE IN RURAL COMMUNITIES

“People can now run a business from home that they previously would not have considered possible. You can download a movie in under one minute and no one has to wait, it happens just like any utility. I believe the service we are delivering, with outstanding technical support from Axians, is transformational.”

Mathew Hare  
Chief Executive, Gigaclear

## THE OBJECTIVE

To ensure the network can scale to meet Gigaclear’s growing product portfolio and increasing customer base.

## THE RESULTS

### HIGH RELIABILITY

- Robust, flexible network platform
- Equipment tested in the Axians lab ensured network readiness pre deployment

### INCREASED SCALABILITY

- Highly scalable future proof network infrastructure
- Capability to deliver more services to hundreds of thousands of users

### GREATER CONFIDENCE

- Axians act as an extension to the Gigaclear network team
- The jointly developed strategy is a clear roadmap going forward

## THE BENEFITS

Axians delivered a secure and resilient solution that is supporting Gigaclear’s vision of providing high bandwidth performance to rural communities

- Accelerated migration to new Juniper platform
- Improving the customer experience and satisfaction resulting in major reductions in customer complaint calls
- Reduced workload so the Network Engineering team can focus on strategic not operational issues
- A long term partnership growing the business and building future infrastructure

"We picked Axians because they were going to give us the best solution to meet the ever growing demand from customers using our fibre network. Our aim is to provide every customer with the ability to download or upload hundreds of thousands of megabits of data at any time."

**axians**

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## FOCUS AND CHALLENGES

As Gigaclear looked to accelerate network build, it was critical that the handling of masses of data across the internet was reliable and consistent with resiliency from day one.

## DELIVERING RELIABLE, HIGH PERFORMANCE BROADBAND SERVICE TO REMOTE LOCATIONS

The original network infrastructure Gigaclear utilised was unable to meet the rapidly growing needs of the business. The company took the decision to migrate to a Juniper platform, however this was proving more complex than expected and was placing pressure on the technical team in Gigaclear who needed additional experience for this type of major operation.

## CORE ELEMENTS OF THE SOLUTION

The Axians team acted as technical advisors and, following the migration to Brocade by Gigaclear, undertook a Network Assessment. This led to clarity around the state of play and we made a series of recommendations to support the network development strategy in line with the needs of the business.

"The people at Axians really understand our business vision and I'm very happy with the technical expertise they provide. I see Axians as a long term partner assisting our business to grow."

Shawn Nolan,  
Head of Networks, Gigaclear

## THE CUSTOMER

Gigaclear was launched by Mathew Hare in 2010 from his office at home with a vision to build new fibre networks that would offer people in rural communities' access to the same high quality broadband service available in most UK cities. Today the company has 140 employees and 60 networks with a further 70 in development and serves over 20,000 households in Oxfordshire, a number it aims to increase to over 200,000 during the next few years.

Gigaclear's customers can be commuters who can save time by working from home and people who run businesses from home. They all share a desire for a better work / life balance with lower costs. To do this they need an Internet service that delivers high availability and reliability.