axians

Case Study
Datanet

Industry Type
Communication Service Provider

Website
www.datanet.co.uk

A 24/7 partnership to protect and serve the network for Datanet's customers availability

"Axians doesn't just offer us peace of mind when it comes to cyber threats; the relationship provides for an additional layer of technical and security services we can offer our customers"

Conleth McCallan, Managing Director, DataNet

THE OBJECTIVE

To keep their network secure and find a network advisor to work alongside their team to help monitor, manage and mitigate any risks.

THE RESULTS

GREATER NETWORK PRODUCTIVITY

· Quick responses to proactively manage network requirements

· 24x7 remote technical support and troubleshooting

· Monitoring of the core network and incident notification

SECURITY EXPERTISE AND SUPPORT

· Threats are identified and acted on before disruption to service

· Security expertise to guide Datanet across threats on the network

ENHANCED CUSTOMER CAPABILITY

· Offering a secure and high performing service to Dataset's customers

· Additional layers of security and technical expertise

· Capacity planning for services on the network

· Access to Network Consultants and qualified engineers

THE BENEFITS

· A trusted partnership and reliable network management

· Security Incidents identified and acted on without disruption

· Another level of security for customer peace of mind

· Available expertise from Axians technical team, on and off-site

FOCUS AND CHALLENGES

Datanet had been working with Axians for over three years providing access to server racks at their datacentre, but with the increasing number of cyber threats Datanet has turned to Axians as a trusted network advisor to help monitor, manage and mitigate any risks.

PROACTIVE AND SECURE NETWORK MANAGEMENT, WITHOUTH DISRUPTION

Axians created a bespoke managed services solution for Datanet, which was designed for their requirements, ensuring that any potential issues the network faced is identified and acted on without disruption. Axians' technical expertise in network security and support allow Datanet to respond proactively, rather than reactively, to any network requirements and offer a secure and high performing service to their customers.

CORE ELEMENTS OF THE SOLUTION

The Axians Managed Service Solution is a bespoke full network management service covering the following:

- Monitoring of the core network
- Planned additions, removes and changes to customer profiles on the network
- 24 x 7 Remote technical support and troubleshooting
- Incident ownership until the problem is fixed
- Proactive incident notification for Datanet and their suppliers
- Capacity planning for services on network
- Updates to network
- DDoS awareness
- Third party supplier management
- Regular services review
- Monthly consultancy visits including professional services
- Monthly meetings

THE COMPANY

With over 20 years' experience of hosting and connectivity and having won some 17 nominations and awards, Datanet is an established leader in providing business class cloud hosting and connectivity services. Datanet operates from its privately owned London edge datacentre and together with its two London datacentre facilities provides bespoke rack, co-location and connectivity services.

Axians is the VINCI Energies brand dedicated to ICT

"Axians has the expertise to guide us through threats to our network and it's yet another level of security that we can then offer to our customers"

"We know that the team at Axians share our common objective to provide an excellent and secure service to our customers"

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