

Case Study

Client Company Synopsis

Axis Mason is a leading architectural design practice with over 50 employees and offices in London, Jersey and South Africa, together with an associate office in Glasgow.

Axis Mason have extensive experience of mixed-use, residential and commercial office development in the UK and the Channel Islands and their holistic approach, together with the range of experience and complimentary services (Landscape, Interiors, Project Management, Homes) available within the organisation facilitates inventive, flexible and effective design solutions.

Project Brief

Axis Mason approached Fluidata for SDSL connectivity to support their VoIP and data applications. Whilst SDSL was available at the local exchange they could not receive a service because of line length limitations.

Fluidata were therefore tasked with delivering an alternative solution, capable of meeting their performance requirements, without compromising on bandwidth or reliability and yet still falling within their budget.

Fluidata's Role

Unable to receive SDSL, the obvious choice would have been a fibre leased line, but the cost projections for this exceeded the budget for the project. Only Fluidata's BURST service was able to fulfil all the requirements, offering the high upload Axis Mason expected from SDSL, a guaranteed contention ratio, 99.9% SLA and the added bonus of a significantly higher download capacity.

Axis Mason have also benefited from Fluidata's unique web portal, which is included as standard with the service. They have found this to be an excellent resource, easy to use and offering complete visibility on their service, wbandwidth usage graphs and tables, hourly checks on their sync rates and uptime monitoring with SMS and email alerts.

Client Feedback

"We fell across Fluidata in our search for a provider and quickly found them helpful and responsive. We have benefited from the BURST solution provided as not only are transfer speeds really good but their overall level of service definitely exceeded our expectations.

They say a provider is only as good as when there is a problem with the service. We have so far never had a problem, and with the SLA we feel we never will. Considering all the other connectivity issues there are, it's one thing we feel we don't have to worry about.

The next time we review our service, we know we will be coming back to Fluidata first."

You can view Axis Mason's website on: <http://www.axismason.com>

Further details on Fluidata's products and services can found online at www.fluidata.co.uk or by calling one of our Account Managers on 0845 868 7848.