

Case Study: Fibre to the Premises

Chester-based tour operator gives fibre the thumbs up



“We needed a fast and reliable communications service. Problem was, we didn’t have one. Our existing broadband connection could only muster an upload speed of 512Kbps and a download speed of up to 10Mbps at best,” states Daniel Sadler-Roberts, IT Manager for Chester-based tour operator Global Adventure Challenges.

From slow to superfast

“Frankly, we couldn’t carry on like that. Which is why we were so relieved when we heard that Fibre to the Premises (FTTP) was coming to our neck of the woods. The speed is important. Of course it is. Our FTTP-enabled service allows us to upload at up to 20Mbps and download at up to 80Mbps. Web pages come up in a flash. But it’s not just about speed for us.

Ultimate workplace flexibility

“We rely heavily on the internet, especially when we’re planning event routes. If two of our researchers were online at the same time with the old broadband connection, it would stretch our bandwidth to the limit. So much so that if someone else wanted to send an email with attachments, they would have to wait.

“Our FTTP-enabled service is like a breath of fresh air by comparison. Everyone in the office can do what they need to do online. And they can do it exactly when they need to, without interrupting anyone else. They can even work from home in exactly the same way as they do in the office, courtesy of a secure connection to their PC back at base.

Increased productivity and money savings

“Productivity has shot up since we got our FTTP-enabled service. And I no longer get complaints from colleagues about slow connections or being unable to get online, which is something of a relief.

“We’ve also brought certain services in house. For example, we now host the small informational websites we publish for bespoke events. In addition to putting us back in control, our FTTP-enabled service is set to save us hundreds of pounds a year in data centre charges.”

It was all so easy, and no technical glitches

Asked about the installation process, Daniel says: “We share this building with other tenants. Luckily, our landlord had the foresight to get Openreach to install the required infrastructure in advance. So, on the day our chosen service provider came to install superfast broadband, it was simply a question of connecting up the wires. It took them less than three hours if my memory is correct.

“Frankly, I expected some teething problems but there haven’t been any to date. We haven’t even had to switch our broadband router off and then on again to regain our connection. We had to do quite a lot of that in the past, which was a real hassle.

Customer focus is key

“Putting customer service at the heart of our business is key to everything we do. We’re hot on detail and efficiency and deliver it at every level. Which is why it’s imperative that we have the most modern systems and connections, including superfast fibre.”

About Global Adventure Challenges

Global Adventure Challenges is a tour operator. They work exclusively for charities, organising UK, European and international events. The business employs around 50 people, 14 of whom are based at the company’s HQ in Saltney, Chester.

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