

Case Study



binatonetelecom.com

Type of Business

Multi-national Consumer

Challenge

High-performance network access across Greater China and United Kingdom

Solution

Private IP Dedicated (Layer 2)
Managed CPE & VoIP

Value

End-to-end quality of service
Improve business process

"The difference for us has been their customer service."

Raymond Wong, IT Manager

Challenge

With offices in the UK, Eastern and Central Europe, India and China, Binatone needed a solution that allowed for the day-to-day management of the network to be taken off their hands, so their staff could focus on application support. In addition, they wanted a real-time view of what was going on in their network so they could make fast and informed decisions.

Solution

To accommodate Binatone's continued growth, Connet will expand the company's private IP network in the Greater China region including their China main branch, Shenzhen. This expanded footprint will enable Binatone employees around the world to securely and seamlessly communicate with each other.

Connet delivers service level agreements (SLAs) associated with its managed network services including a 4-hour time-to-repair commitment. With Private IP connections covering whole China, Connet can more closely control service quality across geographic regions.

Connet also provides VoIP (Voice over Internet Protocol) services in United Kingdom to help Binatone's employees in Europe collaborate effectively worldwide.

Visibility and control of their network was provided through Connet Data Network management tool. This means they now understand what is going on in their network and can make informed decisions quickly.

Value

Connet acts as a trusted partner providing Binatone with a single interface and developing a deep and long term impartial understanding of the company's technical and commercial environment.

Connet monitors the performance of the entire global solution on an end-to-end basis and acts as arbitrator in any carrier disputes ensuring that they deliver on their Service Level Agreement commitments.

In conclusion, Connet hosts the Asia Pacific hub of the Binatone Network.