onecom

CUSTOMER FACT FILE

NAME:

The Celtic Manor

SECTOR:

Hospitality

PROJECT TYPE:

Business Connectivity | Broadband

CONTACT:

Jowee Sarmiento

POSITION:

Senior Network and System Analyst

Onecom were instrumental in the design of our robust, diversely routed IT solution. Their forward-thinking and outside the box mentality, really made the impossible, possible. Utilising the very latest technologies, Onecom delivered an outstanding solution which is bulletproof and meets all the demands of Celtic Manor. Another job well done Onecom.

The Customer

The Celtic Manor is an iconic hotel resort, golf and spa centre based in South Wales. They specialise in hosting corporate events such as conferences, with delegate numbers ranging from 50 up to 7000. In a recent joint venture with the Welsh Government, the latest addition to The Celtic Manor portfolio has seen the introduction of the International Convention Centre for Wales, which now boasts one of Europe's leading conferencing facilities.

The customer challenge and objectives

Critical services such as super-fast, reliable connectivity are essential to the long term success of the business. Due to the proximity of the three main customer sites, a service that reliably covered all parts of the business was required. The solution needed to cost-effectively support their current and future bandwidth needs, with the flexibility to quickly scale up and down at short notice based on specific customer requirements.

How we approached the customer to provide the services

Onecom has been working with Celtic Manor for over 8 years. In partnership with the customer's executive management team, our trusted advisor status provided the perfect platform to offer support and innovation.

Using our independent, carrier-agnostic approach, we fully understood the customers' requirements with regards to technology, budgets and time scales. This allowed us to carefully select the most appropriate suppliers for our recommended solution. By involving Celtic Manor in these conversations, we gave them confidence in the selected partner and the support they'd receive.

Transforming the way UK SMEs do business...

onecom
EXPERTS IN BUSINESS COMMUNICATIONS

Who are we?

As the UK's largest independent business telecoms provider, Onecom manages nearly 100,000 business customers, delivering fixed-line, mobile, unified communications, and connectivity solutions. We believe that our technology can transform the way UK SMEs do business by helping to improve productivity and communication, whilst enabling businesses to modernise their processes and operations.

Our independence gives us the ability to be consultative right across the range of communication solutions, and not just sell one provider. We look at the market on behalf of our customers, working with 'best in breed' vendors which offer the best value and service.

We are:

- ✪ Vodafone Total Communications Partner of the Year
- ✪ Samsung Platinum Partner
- ✪ Gamma Platinum Partner
- ✪ Mitel Gold Partner
- ✪ Apple accredited reseller and accredited repair centre
- ✪ Investors in People Silver

Our ethos

Our mission is 'To transform the way UK SME's do business'. We offer innovative 'best in breed' solutions that result in real business benefits, increasing productivity, improving communication and enabling the modernisation of processes and operations.

Close partnerships with Vodafone, Apple, Samsung, Mitel and many other top suppliers allow us to deliver exceptional service to all our clients.

We're experts in our field, engaging, educating and collaborating with customers to deliver solutions that help them achieve their business goals.

We tailor our approach and solutions to each customer. Our goal? To be a trusted partner, providing the right advice, doing the heavy-lifting and removing the stress of delivering complex communications and connectivity projects.

What was unique about our proposal?

The customers business comprises of three main locations; The Resort and Spa, the back office Innovation Centre and the ICCW.

With each location requiring a reliable internet connection to conduct business, continuity of service was essential.

To achieve this we used a tertiary design working with an aggregator, developing a solution that ensured a line fault or outage would result in the other lines taking over.

Designed using multiple carriers and routes into Celtic Manor's three locations, site resilience was ensured. All three lines were able to run independently and support one another when required. Additionally, the ability to rapidly regrade each line gave flexibility to accommodate customer requirements as needed.

What was the end result?

Highly available, cost effective, resilient, flexible, diverse and scalable connectivity.