iZettle

The Client

Founded in Stockholm in 2010, iZettle revolutionised mobile payments with the world's first mini chip card reader and software for mobile devices. Today, their commerce platform for small businesses in Europe and Latin America provides tools to get paid, sell smarter and grow your business. iZettle are committed to developing their set of powerful tools to level the playing field for small businesses.

The Challenge

In 2017, iZettle decided to move to a new London office as part of its expansion plans, having previously been in serviced offices. As such, an entirely new on-site infrastructure & related services was required. Because they are a technology service provider with absolute reliance on always-available, best-in-class IT, iZettle needed their core infrastructure for their new flagship London office at the prestigious 158 Victoria Embankment to be entirely on-site, with cloud services for back-up & failover only.

Assembly was appointed to scope, design, install & support a brand new comms room as well as provide appropriately robust connectivity, wi-fi & disaster recovery solutions. There was also a major operational challenge in that the floor of their new office had no fibre in place, and that was a key requirement.

The Solution

Assembly designed a solution which leveraged Dell & Cisco hardware for the core infrastructure and Meraki for wifi deployment & wireless application management. The lack of existing fibre connectivity was a major issue, so our Operations Team had to meet & liaise with the building owner, other adjacent tenants & BT Openreach to agree a solution to getting fibre to iZettle's floor. A Skype for Business Unified Communications platform was also incorporated, as well as new devices for 60 staff & an overhaul of all of iZettle's existing third party services.

> *I was very impressed with the attitude and professionalism of everyone at Assembly during the bid process and have subsequently found their approach and standards to be excellent. It's early days but so far they have justified our decision to select them. They are engaged, proactive & have a really positive attitude to any challenge that is very refreshing. Everyone here and at Head Office in Sweden is delighted with their work.*
>
> **Aaraon Williams***, Technical Project Lead & IT Manager (London), iZettle*

The Process

The Assembly Professional Services Team managed the migration of user/network support services whilst Assembly maintained a working relationship with the incumbent support providers to ensure a smooth transition. Back-up & disaster recovery were moved to Assembly's London data centre, the Meraki wi-fi solution was deployed and the comms room build was completed.

Existing disparate contracts for connectivity, calls/lines and devices were cancelled where possible or phased out. New agreements were implemented using Assembly's extensive partner network ensuring improved performance and lower costs as well as enabling a huge reduction in administration. All devices were procured to a defined specification to best leverage the new Unified Communications platform.

The Results

Despite the major logistical challenges around getting the 1Gb fibre circuit deployed, we delivered it on time and in budget. iZettle's flagship London office now has a high-availability IT & communications infrastructure that is robust & technically fit for a 21st century digital payments platform. All services are working perfectly & iZettle are so pleased with the results that they have now signed an extended three year contract for all services.

> *We knew this was a potentially huge deal for us and could really be a feather in our cap if we won it. The technical team were spot on in terms of solution design and Kim Seaward (our Operations Manager) did an amazing job coordinating the wayleave and the logistical headache of finding a workable solution for the fibre install. We're absolutely delighted to have them as a client and look forward to many years of working together.*
>
> **Gerard Brett***, Director, Assembly Managed Services*

iZettle